

Workplace Employment Relations Survey 2004

Cross-Section Management Questionnaire (MQ)

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Key to using this document

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

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

- the information asked for in the EPQ is not necessarily readily available from memory. In the vast majority of cases, especially if the workplace is large and complex, the respondent will need to reflect on the questions and refer to their records.
- the EPQ answers are critical to the progression of the interview, as they are used for routing purposes throughout the *Management Questionnaire (MQ)*. Also, the CAPI program contains a number of checks, which are activated if answers are inconsistent; for example, choosing professionals as the answer to a question when no professionals were recorded as employees within the EPQ. These checks are described more fully at the end of this section.

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

{If any briefings (DBRIEF=1)}

DBRIEFN

How frequent are these meetings? :

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

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

The variable name appears in capitals and bold (e.g. "**DBRIEFN**") and this corresponds to the name used in the SPSS file that will eventually accompany this document. When the name is followed by "^" this signifies that the question can have

more than one answer (i.e. a multiple response). "*" appears where a show card has been used.

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

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

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

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

HAPPEAL

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

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

CAPI checks and computed variables:

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

ZALLEMPS

Q1. Currently how many employees do you have on the payroll at this establishment?: 1..999997,

NO DON'T KNOW,NO REFUSAL,NOEMPTY

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

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

Computed variables:

ZTOTMEN := ZMALFULL + ZMALPRT

INTROEPQ

INTERVIEWER: To start the interview, please enter the relevant data from the EPQ:
OPEN[240]

ZALLEMPS

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

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

ZMALFULL

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

ZFEMFULL

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

ZMALPRT

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

ZFEMPRT

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

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

Computed variables:

ZTOTMEN := ZMALFULL + ZMALPRT

ZTOTWOM := ZFEMFULL + ZFEMPRT

ZALLPTE := ZMALPRT + ZFEMPRT

ZALLFTE := ZMALFULL + ZFEMFULL

Q3. How many employees are in each of the following occupational groups?

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

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

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

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

Computed variables:

LOGTOT = MAX(ZPRO_TOT,ZTEC_TOT,ZADM_TOT,ZSKL_TOT,ZPER_TOT,ZSAL_TOT,ZOPE_TOT,ZROU_TOT)

LOGIDX = Name of largest non-managerial occupational group

ZSOCDESC

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

INTERVIEWER: Probe for details, record verbatim: OPEN

ZSOC

SOC2000 code of largest group (4-digits): 0..999

ZEMP1AGO

Q4. In total, how many employees (full- and part-time) were on the payroll at this establishment 12 months ago?

Range:0..999997

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

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

ZRESIGNED

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

... left or resigned voluntarily?

Range:0..9997

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

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

ZDISMISS

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

... were dismissed?

Range: 0..9997

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

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

ZREDUND

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

... were made redundant?

Range: 0..9997

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

{If ZREDUND= DK}

ZREDDK

INTERVIEWER ASK OR CODE: Can I just check, were any of these **ZEMP1AGO** employees made redundant?

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

NO REFUSAL, NO DON'T KNOW

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

ZOTHER

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

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

Range: 0..9997

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

Computed variable:

EPQFILL1 = ZEMP1AGO - (ZRESIGNED+ZDISMISS+ZREDUND+ZOTHER)

{If no DKs or Refusals at ZEMP1AGO, ZRESIGNED, ZDISMISS and ZOTHER}

ZSTILL

So that means, of the **ZEMP1AGO** employees that were working here 12 months ago, **EPQFILL1** of these are still working here. Does that sound right?

- 1) Yes
- 2) No

{If ZSTILL=NO}

ZNOTLEFT

So how many of the **ZEMP1AGO** employees are still working here?

Range: 0..999997

{If any non-response at ZEMP1AGO, ZRESIGNED, ZDISMISS and ZOTHER}

ZSTILL2

So how many of the **ZEMP1AGO** employees that were working here 12 months ago, are still working here?

INTERVIEWER: Please enter number of employees.

Range: 0..999997

SOFT CHECK if ZSTILL2>ZEMP1AGO: "The number of employees still working at the establishment should be less than or equal to the total number of employees at the establishment 12 months ago."

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

ZEMP6AGO

Q6. In total, how many employees (full- and part-time) were on the payroll at this establishment in 1998?

Range: 0..999997

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

{If Zemp6ago=DK}

ZEMP6DK

Did the establishment have 10 or more employees in 1998?

- 1) Yes
- 2) No

Z16T17

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

...aged 16 or 17?

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

Range: 0..9997

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

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

Z16T17PC

INTERVIEWER: Enter estimated percentage of employees aged 16 OR 17

Range: 0.00..100.00

Z18T21

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

...aged 18 to 21?

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

Range: 0..9997

SOFT CHECK if Z18T21>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

{If don't know number of 18-21 year olds (Z18T21=DK)}

Z18T21PC

INTERVIEWER: Enter estimated percentage of employees aged 18 to 21

Range: 0.00..100.00

Z50PLUS

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

...aged 50 or over?

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

Range: 0..9997

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

{If don't know number of employees aged 50 or over (ZOVER50=DK)}

Z50PLUSP

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

Range: 0.00..100.00

ZETHNIC

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

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

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

Range: 0..9997

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

{If don't know number of employees from a non-white ethnic group

(ZETHNIC=DK)}

ZETHNICPC

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

Range: 0.00..100.00

ZDISAB

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

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

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

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

Range: 0..9997

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

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

ZDISABPC

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

Range: 0.00..100.00

ZUNIMEM

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

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

Range: 0..999997

NO REFUSAL

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

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

ZUNIPC

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

Range: 0.00..100.00

{If don't know percentage of employees that are union members (ZUNIPC=DK)}

ZANYMEM

Can I just check, are any employees here members of a trade union or independent staff association?

1) Yes

2) No

NO REFUSAL, NO DON'T KNOW

ZWAGEMA

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

... £4.50 per hour or less?

Range: 0..99997

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

ZWAGEMB

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

... £4.51 to £5.00 per hour?

Range: 0..99997

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

ZWAGEMC

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

... £5.01 to £14.99 per hour?

Range: 0..99997

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

ZWAGEMD

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

... £15.00 per hour or more?

Range: 0..99997

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

ZWAGEFA

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

... £4.50 per hour or less?

Range: 0..99997

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

ZWAGEFB

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

... £4.51 to £5.00 per hour?

Range: 0..99997

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

ZWAGEFC

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

... £5.01 to £14.99 per hour?

Range: 0..99997

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

ZWAGEFD

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

... £15.00 per hour or more?

Range: 0..99997

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

ZABSENCE

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

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

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

Range: 0.00..100.00

ZFIXTERM

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

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

Range: 0..99997

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

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

ZANYTEM

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

- 1) Yes
- 2) No

ZAGENCY

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

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

Range: 0..99997

{IF DON'T KNOW THE NUMBER OF AGENCY WORKERS (ZAGENCY = DK)}

ZANYAGY

Can I just check, are there any temporary agency staff currently working at this establishment?

- 1) Yes
- 2) No

SECTION A ESTABLISHMENT AND ORGANISATION CHARACTERISTICS

ASICDESC

I would like to begin by asking you some general questions about this establishment.

What is the main activity of this establishment?

IF NECESSARY, PROBE FOR CLARIFICATION: OPEN

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

ASIC2003: Activity coded to SIC(2003)

ASIC92: Activity coded to SIC(1992)

ASIC80: Activity coded to SIC(1980)

ASINGLE*

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

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

NO REFUSAL,NO DON'T KNOW

ASTATUS*^

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

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

NO REFUSAL,NO DON'T KNOW

HARD CHECK if ASTATUS coded 1-7 and 8-12: "You cannot code this as public and private sector.@/Codes 1-7 are private / 8-12 are public"

{If part of a larger organisation (ASINGLE=1 or 3)}

AORGNAM

What is the name of the organisation of which your establishment is part?: OPEN

Computed variable:

IF (ASINGLE = REPOSE) AND (ASINGLE <> 2) THEN

AHINAME1 := AORGNAM

ELSE

AHINAME1 := 'your organisation'

ENDIF

{If private sector (ASTATUS=1-7) and part of a larger organisation (ASINGLE=Multi or SoleUK)}

AUCC

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

1) Yes

2) No

{ AORGNAM not UCC (AUCC=2)}

AUCCNAM

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

Computed variable:

IF (AUCC=2) THEN

AHINAME2 := AUCCNAM

ELSE

AHINAME2 := AHINAME1

ENDIF

{If part of a larger organisation in the UK (ASINGLE=1)}

AESTNUM

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

Range: 2..9997

{If part of a larger organisation in the UK (ASINGLE=1)}

AUKTOT*

How many employees **in total** are there within [**AHINAME2: AUCCNAME / AORGNOME / your organisation**] in the UK? :

- | | |
|--------------|-----------------|
| 1) Fifty | Less than 50, |
| 2) Hundred | 50-99, |
| 3) Onefive | 100-149, |
| 4) TwoHund | 150-249, |
| 5) FiveHund | 250-499, |
| 6) Thousand | 500-999, |
| 7) TwoThou | 1,000-1,999, |
| 8) FiveThou | 2,000-4,999, |
| 9) TenThou | 5,000-9,999, |
| 10) FiftyTho | 10,000-49,999, |
| 11) HundThou | 50,000-99,999, |
| 12) More | 100,000 or more |

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

Computed variable:

IF (ASINGLE=2) THEN

AHINAME3 := "this company"

ELSE

AHINAME3 := AHINAME2

ENDIF

{If PLC (ASTATUS=1)}

ALIST

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

- 1) Yes
- 2) No

{If private sector (ASTATUS 1-7)}

AFRANCH

Is this workplace part of a franchise operation?

- 1) Yes
- 2) No

{If private sector company (ASTATUS=1, 2 or 3)}

ACONINT

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

- 1) Yes
- 2) No

{If individual or family owns at least 50 per cent (ACONINT=1)}

AOWNMAN

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

- 1) Yes
- 2) No

{If private sector (ASTATUS=1-7)}

ACONTROL*

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

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

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

ACONHEAD

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

- 1) Yes
- 2) No

{If part of a larger organisation in the UK & private sector & not head office, or if the sole UK establishment of a foreign organisation & private sector

(ASINGLE=1 and ASTATUS =1-7 and ACONHEAD=2) or (ASINGLE=3 and ASTATUS=1-7)}

AHEADOFF

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

- 0) None There is no controlling Head Office,
- 1) UK United Kingdom,
- 2) USA United States,
- 3) Germany,
- 4) France,
- 5) Italy,
- 6) Japan,
- 7) Canada,
- 8) Other Other (please specify) **AHEADOTH**

{If part of a larger organisation and controlling head office is in the UK
(ACONHEAD=1 or AHEADOFF=1)}

ASUBSID

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

- 1) Yes
- 2) No

AHOWLONG

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

WRITE IN NUMBER OF YEARS

'0' = LESS THAN ONE YEAR

Range:0..997

{If AHOWLONG = DK}

AHOWEST*

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

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

AHOWCHG*^

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

- | | |
|----------|---|
| 1) NamC | Change of name, |
| 2) AddC | Change of address, |
| 3) NamA | Change of activity, |
| 4) AggT | Agreed takeover / merger, |
| 5) MerO | A takeover / merger formally opposed, |
| 6) Sold | Sold by parent organisation, |
| 7) PEx | Ex-public sector, now privatised / denationalised, |
| 8) ManB | Management buy-out, |
| 9) EmpB | Buy-out by employees generally, |
| 10) Spl | Establishment split from another workplace in this organisation, |
| 11) Mer | Establishment merged with another workplace in this organisation, |
| 12) None | None of these |

ASCALES*

That is the end of the background questions.

Now, before we begin the more detailed questions, I would like to obtain **your** views, as a manager at this workplace, about a number of employment relations issues.

I'm going to read out ten statements, and for each of them, I'd like you to tell me what you think about these issues.

Please use the categories on this card.

APHRAS01*

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

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

APHRAS02*

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

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

APHRAS03*

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

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

APHRAS04*

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

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

APHRAS05*

Those at the top are best placed to make decisions about this workplace.

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

APHRAS06*

Unions help find ways to improve workplace performance.

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

APHRAS07*

We would rather consult directly with employees than with unions.

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

APHRAS08*

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

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

APHRAS09*

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

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

APHRAS10*

Most decisions at this workplace are made without consulting employees.

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

SECTION B MANAGEMENT OF PERSONNEL AND EMPLOYMENT RELATIONS

BINTRO1

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

BSEX

INTERVIEWER SELF-CODE. Is the respondent ...

- 1) Male
- 2) Female

BTITLE

What is the title of your job? :

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

BYOURJOB*^

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

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

- | | |
|--------------|--|
| 0) All | All of these, |
| 1) Pay | Rates of pay, |
| 2) Hours | Working hours, |
| 3) Hols | Holiday entitlements, |
| 4) Pens | Pension entitlements, |
| 5) Recruit | Recruitment or selection of employees, |
| 6) Training | Training of employees, |
| 7) Grievp | Grievances or grievance procedures, |
| 8) Discp | Disciplinary matters or disciplinary procedures, |
| 9) Staffing | Staffing plans, |
| 10) EqualOps | Equal opportunities, |
| 11) Health | Health and safety, |
| 12) Apprais | Performance appraisals, |
| 13) Cons | Employee consultation, |
| 14) None | None of these |

BUMANAGE

Are you the manager who is primarily responsible for these and other employment relations matters at this workplace?

- 1) Yes
- 2) No

BRELATE

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

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

BPROPORT

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

Range: 0..100

BLENGTH

How long have you been doing this job at this workplace?

WRITE IN YEARS (TO NEAREST YEAR) OR Less than 6 months code 0

Range: 0..60

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

BSERVICE

How many years of experience do you have in personnel or employment relations management, either in this establishment or elsewhere?

WRITE IN YEARS (TO NEAREST YEAR) OR Less than 6 months code 0

Range:0..60

BHAVQUAL

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

- 1) Yes
- 2) No

BASSIST

Do you have any staff at this workplace to assist you in managing personnel or employment relations matters here?

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

- 1) Yes
- 2) No

{If any assistants (BASSIST=1)}

BNUMASS

How many staff?

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

Range: 1..97

BINVMANG*

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

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

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

{If giving exact number}

BINVMANT

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

Range:1..999997

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

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

BAUTHOR1

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

... taking on people who work for them?

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

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

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

BAUTHOR2

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

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

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

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

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

BAUTHOR3

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

... dismissing workers for unsatisfactory performance?

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

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

{If part of larger organisation in the UK, but not head office (ACONHEAD=2)}

BSEPAR

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

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

- 1) Yes
- 2) No

{If part of a larger organisation with head office in the UK, or single, and private sector (((ACONHEAD=1 or AHEADOFF=1) and ASINGLE=1) or ASINGLE=2) AND ASTATUS=1-7)}

BBOARD

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

- 1) Yes
- 2) No

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=2 or ASINGLE=3)}

BPOLICY*^

Looking at this card, on which of these matters must you follow a policy or procedure set by managers at another workplace in your organisation?:

PROBE: Which others? UNTIL 'None'.

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

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=2 or ASINGLE=3)}

BCONSULT*^

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

Which others? UNTIL 'None'.

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

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=2 or ASINGLE=3)}

BREPORT*^

Lastly, on which of these matters do you regularly **report** to managers at another workplace in your organisation?:

PROBE: Which others? UNTIL 'None'.

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

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=2 or ASINGLE=3)}

BCONMOR*^

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

PROBE: Which others? UNTIL 'None'.

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

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=2 or ASINGLE=3)}

BREPMOR*^

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

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

BMEMBER*^

Is this establishment (either directly or through the parent organisation) a member of any of the following organisations?:

PROBE: Which others? UNTIL 'None'.

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

BADVICE*^

Looking at this card, have you sought information or advice from any of these bodies on any **employment relations issues** during the last 12 months?:

INTERVIEWER: This could be in person, over the telephone, or through a website.

PROBE: Which others? UNTIL 'None'.

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

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

BAISSUES*^

From which of the following sources in ACAS did you get advice or information in the last 12 months?:

PROBE: Which others? UNTIL 'None'.

- 1) help ACAS telephone helpline operator,
- 2) public An ACAS publication,
- 3) webs The ACAS web-site,
- 4) advis An ACAS advisor during a visit,
- 5) ETclaim An ACAS conciliator during an Employment Tribunal claim,
- 6) Colld An ACAS conciliator during a collective dispute,
- 7) Event An ACAS seminar or training event,
- 8) other Other source at ACAS

BSTRATEG

Is this workplace covered by a formal strategic plan which sets out objectives and how they will be achieved?

- 1) Yes
- 2) No

{If strategic plan (BSTRATEG=1)}

BMANAGE*^

Which of the following issues are covered in the plan?:

PROBE: Which others? UNTIL 'None'.

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

{If strategic plan (BSTRATEG=yes)}

BPREPARE

Were you or anyone else responsible for employment relations matters involved in the preparation of the plan?

- 1) Yes
- 2) No

Computed variable:

If response at AORGNAME

AORGTXT=AORGNAME

Else

AORGTXT="your organisation"

End if

BAWARD

Is [AORGTXT: AORGNAME / your organisation] accredited as an Investor in People?

- 1) Yes
- 2) No

CSPECIAL*^

When filling vacancies, do you have any special procedures to encourage applications from the following groups?:

PROBE: Which others? UNTIL 'None'.

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

CATESTS

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

- 1) Yes
- 2) No

{If personality or attitude tests (CATESTS=1)}

CTESTWHO*^

For which occupational groups are personality or attitude tests routinely used in filling vacancies?

PROBE: Any others? UNTIL 'None'.

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

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

CPTESTS

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

- 1) Yes
- 2) No

{If performance or competency tests (CPTTESTS=1)}

CWHODO*^

For which occupational groups are performance or competency tests routinely used in filling vacancies?:

PROBE: Which others? UNTIL 'None'.

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

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

CLOGVAC

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

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

- 1) Yes
- 2) No

{If any vacancies (CLOGVAC=1)}

CCHANNEL*^

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

PROBE: Which others? UNTIL 'None'.

- | | |
|-------------|---|
| 1) news | Local or regional newspapers, |
| 2) trade | Trade, professional or specialist press, |
| 3) intern | Internal notices, |
| 4) window | Notice in office or shop window, |
| 5) jcentr | Jobcentre / Employment Service office, |
| 6) carrer | Careers Service (School/College/University), |
| 7) agen | Fee charging, private employment agency, |
| 8) direct | Direct approach to potential recruit(s), |
| 9) specu | Replying to speculative applications, |
| 10) recomnd | Recommendation or enquiry by existing employee, |
| 11) mouth | Word of mouth, |
| 12) other | Some other way (please specify COTHCHN) |

CINDUCT

Is there a standard induction programme designed to introduce new [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] to this workplace?

INTERVIEWER: Do not include probation periods.

- 1) Yes
- 2) No

{IF(CINDUCT=1)}

CLONGCH

How much time do [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] spend in induction activities?

INTERVIEWER: Choose whether hours or days.

- 1) Hours
- 2) Days

NODK,NO REFUSAL

{If response given in hours (CLONGCH=1)}

CLONGHR

INTERVIEWER: Enter length of programme in hours

Range: 0.50..997.00

{If response given in days (CLONGCH=2)}

CLONGDY

INTERVIEWER: Enter length of programme in days

Range:1.00..997.00

CSTUCKIN*

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

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

TRINTRO

I am now going to ask about training activities. I am interested in all training for which employees are given a break from their normal work duties, whether the training takes place at their immediate work position or elsewhere.

COFFJOB*

What proportion of **experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** have been given time off from their normal daily work duties to undertake training over the past 12 months?

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

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

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

COFFCHK

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

- 1) Yes
- 2) No

{If giving exact number at COFFJOB}

COFFJOBT

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

Range: 1..999997

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

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

CTRRAIN

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

- | | |
|-----------|-------------------------|
| 1) NT | No time, |
| 2) Less1 | Less than one day, |
| 3) Less2 | 1 to less than 2 days, |
| 4) Less5 | 2 to less than 5 days, |
| 5) Less10 | 5 to less than 10 days, |
| 6) Ten | 10 days or more |

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

CHOW*^

Did this training cover any of the matters listed on this card?:

PROBE: Which others? UNTIL 'None'.

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

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

COBJECT*^

Did the training have any of the objectives listed on this card?:

PROBE: What others? UNTIL 'None'.

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

COTHJOB*

Approximately, what proportion of [**LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP**] are formally trained to be able to do jobs other than their own?

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

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

{If giving exact number at COTHJOB}

COTHJOB

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

ENTER NUMBER

Range: 1..999997

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

COTHDO*

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

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

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

{If giving exact number at COTHDO}

COTHDOT

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

ENTER NUMBER

Range: 1..999997

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

CVARIETY*

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

... variety in their work?

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

CDISCRETE*

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

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

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

CONTROL*

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

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

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

CDESIGN*

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

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

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

CTEAMS*

What proportion, if any, of [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace work in formally designated teams?

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

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

{If giving exact number at CTEAMS}

CTEAMST

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

ENTER NUMBER

Range: 1..999997

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

{If teamworking (CTEAMS=1-6 or 97)}

CTEAMHOA

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

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

- 1) Yes
- 2) No

{If teamworking (CTEAMS=1-6 or 97)}

CTEAMHOE

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

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

- 1) Yes
- 2) No

{If teamworking (CTEAMS=1-6 or 97)}

CTEAMHOB

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

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

- 1) Yes
- 2) No

{If teamworking (CTEAMS=1-6 or 97)}

CTEAMHOC

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

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

- 1) Yes
- 2) No

{If teamworking (CTEAMS=1-6 or 97)}

CTEAMHOD

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

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

- 1) Yes
- 2) No

CCOMPUT

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

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

Range: 0..997

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

{If giving exact number at CCOMPUT}

CCOMPUTT

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

ENTER NUMBER

Range: 1..999997

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

SECTION D CONSULTATION AND COMMUNICATION

DMEETING

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

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

- 1) Yes
- 2) No

{If any workplace meetings (DMEETING=1)}

DMEETN

How frequent are these meetings? :

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

{If any workplace meetings (DMEETING=1)}

DMWHIC*^

Looking at the following list, which issues are discussed at the meetings?

PROBE: Which others? UNTIL 'None'

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

{If any workplace meetings (DMEETING=1)}

DMTWOWAY*

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

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

DBRIEF

Do you have meetings between line managers or supervisors and all the workers for whom they are responsible?

INTERVIEWER: If asked, these are sometimes known as 'briefing groups' or 'team briefings'?

- 1) Yes
- 2) No

{If any briefings (DBRIEF=1)}

DBRIEFN

How frequent are these meetings? :

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

{If any briefings (DBRIEF=1)}

DBWHIC*^

Looking at the following list, which issues are discussed at the meetings?

PROBE: Which others? UNTIL 'None'.

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

{If any briefings (DBRIEF=1)}

DBTWOWAY*

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

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

DJOINT

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

- 1) Yes
- 2) No

{If any consultative committee (DJOINT=1)}

DHOWMANY

How many such committees are there?

Range: 1..97

{If more than one consultative committee (DHOWMANY>1)}

DWHICH*^

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

PROBE: Which others? UNTIL 'None'.

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

{If one committee (DHOWMANY=1) / if more than one committee (DHOWMANY>1)}

DISSUES

Does the committee deal with a range of issues, or with a single topic such as health and safety? / Of all the committees, is there one which deals with a range of issues, or do all of the committees cover single topics, such as health and safety?

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

{If one committee (DHOWMANY=1) / if more than one committee (DHOWMANY>1)}

D1COMM

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

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

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

{If any consultative committee (DJOINT=1)}

D1WHI*^

Looking at the following list, which issues are discussed by the committee ([NAME GIVEN AT D1COMM])?

PROBE: Which others? UNTIL 'None'.

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

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

DISSWHO*^

Which groups of employees are covered by the dealings of the committee ([NAME GIVEN AT D1COMM])?

PROBE: Which others? UNTIL 'None'.

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

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

{ If one committee dealing with a range of issues (DHOWMANY>1 and ((DISSUES=1 or 3) or (DISSUES=2 and more than one response at D1WHI))) / If more than one committee dealing with a range of issues (DHOWMANY>1 and ((DISSUES=1 or 3) or (DISSUES=2 and more than one response at D1WHI)))}

DCOMLIF

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

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

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

DREPNUM

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

Range:1..97

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

DELECT

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

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

{If no elections (DELECT=2)}

DSELECT^

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

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

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

DANYTRAI

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

- 1) Yes
- 2) no

{If any training (DANYTRAI=1)}

DTRAIN*^

Does this training or instruction cover any of the following?
PROBE: Which others? UNTIL 'None'.

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

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

DCONFID

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

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

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

DMEET

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

Range: 0..97

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

DPROCESS*

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

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

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

DINFLUEN

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

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

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

{If part of a larger organisation, but not head office ((ASINGLE=1 and ACONHEAD=2) or ASINGLE=3)}

DHIGHLEV

Apart from Health and Safety and other single topic committees, is there a consultative committee of managers and employees in your organisation that operates **at a higher level** than this establishment?

PROMPT IF NECESSARY: For instance, at divisional, regional or Head Office level?

- 1) Yes
- 2) No

{If part of a larger organisation and either: own or control foreign establishments, or controlling head office is outside UK) (ASINGLE=1 or 3 and (ASUBSID=1 or AHEADOFF=0 or AHEADOFF>1)}

DCOUNCIL

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

- 1) Yes
- 2) No

DCIRCLES

I'd now like to ask you some questions about methods you might use to involve employees in improving performance. Do you have groups of non-managerial employees at this workplace that solve specific problems or discuss aspects of performance or quality? They are sometimes known as problem-solving groups or quality circles or continuous improvement groups.

- 1) Yes
- 2) No

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

DCIRCLIF

Are the groups predominantly for a fixed period of time or are they permanent? :

- 1) Finite Fixed period of time,
- 2) Perm Permanent,
- 3) Mixture A mixture of both

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

DPROPOR*

In the last twelve months, roughly what proportion of **non-managerial** employees have been involved in them?

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

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

{If giving exact number}

DPROPORT

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

ENTER NUMBER

Range:1..999997

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

DSURVEY

I'd now like to ask you about the use of attitude surveys at this workplace. Have you or a third party conducted a formal survey of your employees' views or opinions during the past two years?

- 1) Yes
- 2) No

{If any attitude survey (DSURVEY=1)}

DRESULTS

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

- 1) Yes
- 2) No

DCONSULT*^

Besides the schemes we have discussed are there any other ways in which management communicates or consults with employees at this establishment?:

PROBE: Which others? UNTIL 'None'.

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

DINVPLAN

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

... internal investment plans?

- 1) Yes
- 2) No

DFINANCE

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

...the financial position of the establishment?

- 1) Yes
- 2) No

{If part of larger organisation (ASINGLE=1 or 3)}

DWHOLEFIN

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

... the financial position of the whole organisation?

- 1) Yes
- 2) No

DSTAFFIN

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

... staffing plans?

- 1) Yes
- 2) No

SECTION E REPRESENTATION AT WORK

EUNIONS

I now want to ask some questions about trade unions.

Computed variable:

IF ZUNIMEM>0 or ZUNIPC>0 or ZANYMEM=1

EANYEMP=1

ELSE

EANYEMP=2

END IF

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

EEMPLOY*^

You said that there are ZUNIMEM members here. In which of the following groups are there union members? / You said that ZUNIPC percent of employees here are union members. In which of the following groups are there union members? / In which of the following groups are there union members?':

PROBE: Which others? UNTIL 'None'

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

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

{If no union members (EANYEMP=2)}

ERECRUIT

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

- 1) Yes
- 2) No

EIEWS

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

Is management ... (*READ OUT*) ... *AND CODE ONE ONLY*:

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

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

EFOR

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

- 1) Yes
- 2) No

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

EAGAINST

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

- 1) Yes
- 2) No

{If any union members (EANYEMP=1) }

EDEDUCT

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

- 1) Yes
- 2) No

{If any union members (EANYEMP =1)}

EUNIONUM

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

Range:1..10

INTERVIEWER: If more than 10 unions, please enter 10 here and record actual number in a note.

{If one union with members at the workplace (EUNOINUM=1) / If more than one union with members at the workplace (EUNOINUM>1)}

EUNIONA01-EUNIONA10

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

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

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

ERECOG01-ERECOG10

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

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

- 1) Yes
- 2) No

{If any union members (EANYEMP=1)}

EADDREC

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

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

- 1) Yes
- 2) No

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

EADDNUM

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

Range:1..10

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

EADDNA01-EADDNA10

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

REPEATED BLOCK FOR EACH UNION WHERE INTERVIEWER RECORDS UNION NAME USNG UNION LOOK-UP TABLE.

{If no union members (EANYEMP=2)}

EOTHREC

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

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

- 1) Yes
- 2) No

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

EOTHNUM

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

Range:1..10

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

EOTHNA01-EOTHNA10

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

REPEATED BLOCK FOR EACH UNION WHERE INTERVIEWER RECORDS UNION NAME USING UNION LOOK-UP TABLE.

Computed variable:

IF EUNIONUM>0

ETOTREC=number of recognised unions with members at the workplace (from ERECOG01-ERECOG10)

END IF

{If ETOTREC>1}

EMOSTMEM

You say that there are now **ETOTREC** recognised unions with members at this workplace.

Which of these recognised unions has the most members at this workplace?

- 1) Name of first union cited as recognised at ERECOG
- 2) Name of second union cited as recognised at ERECOG
- 3) Name of third union cited as recognised at ERECOG
- 4) Name of fourth union cited as recognised at ERECOG
- 5) Name of fifth union cited as recognised at ERECOG
- 6) Name of sixth union cited as recognised at ERECOG
- 7) Name of seventh union cited as recognised at ERECOG
- 8) Name of eighth union cited as recognised at ERECOG
- 9) Name of ninth union cited as recognised at ERECOG
- 10) Name of tenth union cited as recognised at ERECOG

If ETOTREC=1, EMOSTMEM is automatically set to the name of the sole recognised union with members at the workplace.

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

EFORMAL

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

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

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

EJOINT

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

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

{If separate negotiating groups (EJOINT=2 or 3)}

EGROUPS

How many separate negotiating groups are there?

Range: 1..97

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

ENEW

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

- 1) Yes
- 2) No

{If any new recognitions (ENEW=1)}

ENEWNUM

How many?

Range:1..10

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

EWIDER

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

- 1) Yes
- 2) No

{If any wider recognitions (EWIDER=1)}

EWIDNUM

How many?

Range:1..10

{If one recognised union and workplace 6 years or older

(ETOTREC+EADDNUM+EOTHNUM =1 and (AHOWLONG>=6 or AHOWEST>1))}

ENEW2

Since 1998, have managers begun to negotiate over pay and conditions with (the) **[NAME OF SOLE RECOGNISED UNION]** for the first time?

- 1) Yes
- 2) No

{If one recognised union and workplace 6 years or older

(ETOTREC+EADDNUM+EOTHNUM =1 and (AHOWLONG>=6 or AHOWEST>1))}

EWIDER2

And since 1998, have managers begun to negotiate over pay and conditions with (the) **[NAME OF SOLE RECOGNISED UNION]** for a wider range of jobs at this establishment?

- 1) Yes
- 2) No

EREQUEST

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

- 1) Yes
- 2) No

{If any recognised unions with members at the workplace (ETOREC>0)}

ESTEWARD

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

- 1) Yes
- 2) No

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

ESTEWNUM

Approximately how many representatives or stewards are there?

INCLUDE SENIOR STEWARDS AND REPRESENTATIVES IN THIS TOTAL

Range:1..97

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

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

ESTEWEEXT

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

- 1) Yes
- 2) No

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

ESTEWTIM

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

- 1) Yes
- 2) No

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

EOTHUREP

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

- 1) Yes
- 2) No

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

ENUMOTHU

Approximately how many of these representatives are there?

Range: 1..97

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

EULR

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

- 1) Yes
- 2) No

{If any union learning reps (EULR=1)}

EULRNUM

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

Range:1..97

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

EJCC

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

- 1) Yes
- 2) No

{If any on-site union reps sit on JCC (EJCC=1)}

EJCCNUM

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

Range:1..97

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

EOTHREPS

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

- 1) Yes
- 2) No

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

ENUMREPS

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

Range:1..97

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

EELECT

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

- 1) Yes
- 2) No

{If no elections (EELECT=2)}

ESELECT^

Who selects these employee representatives?

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

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

ESITON

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

- 1) Yes
- 2) No

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

ESITNUM

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

Range:1..97

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

ERATING

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

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

ETRUSA1*

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

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

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

{If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)}
ETRUSA2*

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

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

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

{If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)}
ETRUSA3*

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

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

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

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

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

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

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

{If any non-union reps (EOTHREPS=1)}
ETRUSB1*

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

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

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

{If any non-union reps (EOTHREPS=1)}

ETRUSB2*

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

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

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

{If any non-union reps (EOTHREPS=1)}

ETRUSB3*

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

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

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

{If any non-union reps (EOTHREPS=1)}

EPHRASNU*

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

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

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

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

BIssInt1*

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EPAYA *

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

Rates of pay:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EHOURSA *

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

Hours of work:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EHOLA *

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

Holiday entitlements:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EPENA *

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

Pension entitlements:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

ESELECTA*

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

Recruitment or selection of employees:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

ETRAINA *

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

Training of employees:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EGRIEVA *

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

Grievance procedures:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EDISCIPIA *

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

Disciplinary procedures:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

ESTAFFA *

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

Staffing plans:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EQUALOPA*

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

Equal opportunities:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EHEALTHA *

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

Health and safety:

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

{If any unions (EUNIONUM>0 or EOTHNUM>0)}

EPERFORA *

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

Performance appraisals:

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

If any non-union reps and some union reps (EOTHREPS=1 and (ESTEWARD=1 or EOTHUREP=1)) / If non-union reps and no union reps (EOTHREPS=1 and ESTEWARD=2 and EOTHUREP=2)}

BlssInt2*

(And, now thinking of non-union employee representatives. Again, for / For) each of these issues I'd like to know whether management normally negotiates, consults, informs, or does not involve non-union employee representatives at all over these matters.

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

EPAYB *

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

Rates of pay:

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

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

EHOURSB *

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

Hours of work:

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

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

EHOLB *

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

Holiday entitlements:

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

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

EPENB *

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

Pension entitlements:

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

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

ESELECTB*

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

Recruitment or selection of employees:

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

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

ETRAINB*

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

Training of employees:

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

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

EGRIEVB*

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

Grievance procedures:

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

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

EDISCIPB *

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

Disciplinary procedures:

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

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

ESTAFFB*

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

Staffing plans:

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

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

EQUALOPB*

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

Equal opportunities:

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

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

EHEALTHB *

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

Health and safety:

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

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

EPERFORB *

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

Performance appraisals:

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

SECTION F PAYMENT SYSTEMS AND PAY DETERMINATION

{If any full-time employees in LOG}

FSAMPAY

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

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

- 1) Yes
- 2) No

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

FFACTORS*^

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

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

FPERF*^

Do any of the employees in this establishment get paid by results or receive merit pay?

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

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

Card reads:

1. Payment by results
 'Payment by results' includes any method of payment where the pay is determined by the amount done or its value, rather than just the number of hours worked. It includes commission, and bonuses that are determined by individual, establishment or organisation productivity or performance. It does not include profit-related pay schemes.
2. Merit pay
 'Merit pay' is related to a subjective assessment of individual performance by a supervisor or manager.

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

FPERWHO*^

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

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

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

{If performance-related pay and any non-managerial occupations eligible
(FPERWHO=0 or FPERWHO>=2)}

FPERNON*

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

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

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

{If giving exact number}

FPERNONT

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

ENTER NUMBER

Range :1..999997

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

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

FMEASURE*^

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

PROBE: Which others? UNTIL 'None'.

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

FPROF

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

- 1) Yes
- 2) No

{If profit-related pay and part of a larger organisation (FPROF=1 and (ASINGLE=1 or 3))}

FLEVEL

For what part of your organisation is the amount of profit-related pay calculated? :

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

{If profit-related pay (FPROF=1)}

FPRPOCC*^

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

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

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

{If profit-related pay and non-managerial occupations participating (FPRPOCC=0 or FPRPOCC>=2)}

FNONMAN*

What proportion of non-managerial employees at this workplace have received profit-related pay in the past 12 months?

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

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

{If giving exact number}

FNONMANT

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

ENTER NUMBER

Range:1..999997

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

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

FSHARE*^

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

PROBE: Which others? UNTIL 'None'.

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

Card reads:

- 1 Share Incentive Plan (SIP) - a tax and NIC advantaged plan where employees can purchase shares and companies can give employees free shares or matching shares
- 2 Save As You Earn (SAYE or Sharesave) share options scheme - tax advantaged scheme where employees save to purchase their employer's shares.
- 3 Enterprise Management Incentives (EMI) - where smaller companies can grant up to a total of £3 million of tax and NIC advantaged share options to their employees
- 4 Company Share Option Plan (CSOP) - where companies can grant each of their employees up to £30,000 of tax and NIC advantaged share options
- 5 Other employee share scheme

{If employee share-ownership scheme (FSHARE=1-5)}

FOCCGR*^

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

PROBE: Which others? UNTIL 'None'.

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

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

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

FSHARWHO*

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

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

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

{If giving exact number}

FSHARWHT

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

ENTER NUMBER

Range: 1..999997

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

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

FNONWHO*

What proportion of **non-managerial** employees at this workplace **participate** in the employee share ownership scheme(s)?

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

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

{If giving exact number}

FNONWHOT

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

ENTER NUMBER

Range:1..999997

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

FJOBVAL

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

- 1) Yes
- 2) No

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

FJOBENUM

How many schemes are there at this establishment?

Range: 1..97

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

FJOBSCRIT*

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

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

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

Card reads:

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

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

FJOBPROP*

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

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

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

{If giving exact number}

FJOBPROT

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

ENTER NUMBER

Range :1..999997

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

FREVIEW

How frequently is basic pay for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] reviewed or negotiated at this workplace? :

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

FUPDOWN

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

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

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

FPAYCUT

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

- 1) Yes
- 2) No

{If pay increase (FUPDOWN=1)}

FAWARDM

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

... managers at this workplace? :

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

{If pay increase (FUPDOWN=1)}

FAWARDNM

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

... all other non-managerial employees? :

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

{If pay increase (FUPDOWN=1)}

FAWARDSI

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

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

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

{If pay increase (FUPDOWN=1)}

FAWARDSL

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

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

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

FLIVING

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

... Changes in the cost of living?

- 1) Yes
- 2) No

FRECRUIT

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

... Your ability to recruit or retain employees?

- 1) Yes
- 2) No

FPERFO

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

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

- 1) Yes
- 2) No

FPROD

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

... Productivity levels within the organisation or workplace?

- 1) Yes
- 2) No

FACTION

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

... Industrial action threatened or taken?

- 1) Yes
- 2) no

{If pay increase (FUPDOWN=1)}

FWHODID*^

Which of the following parties were directly involved in determining or negotiating this pay rise for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]?

PROBE: Which others? UNTIL 'None'.

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

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

FCONSNEG

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

INTERVIEWER:INCLUDE FULL TIME OFFICIALS :

- 1) CONSULT Consult,
- 2) NEGOTIAT Negotiate

{If increase and workplace part of a larger organisation (FUPDOWN=1 and (ASINGLE=1 or 3))}

FWHERE

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

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

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

FCONSULT

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

- 1) Yes
- 2) No

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

FWHERE2

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

- 1) WORKPLA Workplace,
- 3) Nat National / Industry-level / multi-employer,
- 4) PRB Independent Pay Review Body,
- 5) ELSEWHERE Elsewhere (please specify **FWHE2OTH**)

FSOCINTRO

I now want to ask, for each occupational group here, how pay is determined.

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

FSOC1*

Which of the following statements most closely characterises the way that pay is set for *Managers and senior officials*?

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

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

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

{If any professional employees (ZPRO_TOT>0)}

FSOC2*

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

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

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

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

{If any associate professional and technical employees (ZTEC_TOT>0)}

FSOC3*

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

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

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

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

{If any administrative and secretarial employees (ZADM_TOT>0)}

FSOC4*

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

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

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

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

{If any skilled trade employees (ZSKL_TOT>0)}

FSOC5*

Which of the following statements most closely characterises the way that pay is set for *Skilled trade employees*?

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

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

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

{If any caring, leisure and other personal service employees (ZPER_TOT>0)}

FSOC6*

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

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

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

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

{If any sales and customer service employees (ZSAL_TOT>0)}

FSOC7*

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

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

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

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

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

FSOC8*

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

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

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

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

{If any routine unskilled employees (ZROU_TOT>0)}

FSOC9*

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

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

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

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

FCOVER*

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

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

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

{If giving exact number}

FCOVERT

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

ENTER NUMBER

Range :1..999997

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

FINTR02

I would now like to discuss a number of aspects of employment contracts as they operate in your establishment. By employment contracts I mean everything to do with the terms and conditions of employment.

FWRITE*^

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

- | | |
|----------------|---------------------------------------|
| 1) RATE | The scale, rate or method of payment, |
| 2) HOURS | Hours of work, |
| 3) SICK | Sick leave arrangements, |
| 4) GRIEV | Grievance procedures, |
| 5) DISC | Disciplinary procedures, |
| 6) TRAINING | Training opportunities, |
| 7) HOLIDAYS | Entitlement to holidays, |
| 8) <i>None</i> | <i>None of these</i> |

FCIDENT

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

- 1) Yes
- 2) no

FOTHTITL*^

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

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

FENTITLE*^

And, what about managers at this workplace, are they entitled to any of these non-pay terms and conditions?:

PROBE: Which others? UNTIL 'None'.

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

FAPPINT

I would now like to ask you about performance appraisals.

FSOCIND*^

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

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

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

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

FMEASPR*

What proportion of **non-managerial** employees at this workplace have their performance formally appraised?

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

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

{If giving exact number }

FMEASPRT

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

ENTER NUMBER

Range:1..999997

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

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

FAPPWHEN

How frequently are appraisals conducted? :

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

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

FWHOAPP*^

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

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

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

FAPPTRN

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

- 1) Yes
- 2) No

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

FAPPAY

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

- 1) Yes
- 2) No

SECTION G COLLECTIVE DISPUTES AND PROCEDURES

GPROCEDU

I would now like to ask you some questions about **collective or group disputes** which might arise at this workplace. Are there any formal procedures for dealing with *collective* disputes raised by any **group** of non-managerial employees?

- 1) Yes
- 2) No

{If collective disputes procedure (GPROCEDU=1)}

GWORKISS

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

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

{If collective disputes procedure (GPROCEDU=1)}

GISSUES*^

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

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

{If collective disputes procedure (GPROCEDU=1)}

GCOVERED*

What proportion of non-managerial employees are covered by the formal collective disputes procedure(s)?

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

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

{If giving exact number}

GCOVERET

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

ENTER NUMBER

Range :1..999997

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

{If collective disputes procedure covers pay and conditions (GISSUES=1)}

GREFERAL

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

- 1) Yes
- 2) No

{If referral provision (GREFERAL=1)}

GPROHIBIT

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

- 1) Yes
- 2) No

{If referral provision (GREFERAL=1)}

GBODY*^

To which outside body are issues raised under the disputes procedure referred?

PROBE: Which others? UNTIL 'None'.

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

{If no collective disputes procedure (GPROCEDU=2)}

GRESOLVE

If a dispute over pay or conditions arises here, how is it generally resolved? : OPEN

GDISPUTE

In the last 12 months, has there been a collective dispute with any group of workers over pay or conditions?

- 1) Yes
- 2) No

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

GUSED

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

- 1) Yes
- 2) No

GACTION*^

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

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

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

GACTYR01

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

Range:1..97

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

GACTYR02

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

Range:1..97

{If any strikes of a week or more (GACTION=3)}

GACTYR03

On how many occasions in the last 12 months have strikes of a week or more taken place?

Range:1..97

{If any overtime ban or restriction (GACTION=4)}

GACTYR04

On how many occasions in the last 12 months has an overtime ban or restriction by employees taken place?

Range:1..97

{If any work to rule (GACTION=5)}

GACTYR05

On how many occasions in the last 12 months has a work to rule taken place

Range:1..97

{If any lock outs (GACTION=6)}

GACTYR06

On how many occasions in the last 12 months has a lock out taken place?

Range:1..97

{If any go slows (GACTION=7)}

GACTYR07

On how many occasions in the last 12 months has a go slow taken place?

Range:1..97

{If any blacking of work (GACTION=8)}

GACTYR08

On how many occasions in the last 12 months has blacking of work taken place?

Range:1..97

{If any work-in or sit-in (GACTION=9)}

GACTYR09

On how many occasions in the last 12 months has a work in or sit in taken place?

Range:1..97

{If any other industrial action (GACTION=10)}

GACTYR10

On how many occasions in the last 12 months has any other industrial action taken place?

Range:1..97

GPSTYR*^

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

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

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

GBALLOT

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

- 1) Yes
- 2) No

{If ballots (GBALLOT=1)}

GNUMBER

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

Range: 1..97

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

GFAVOUR

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

Range:0..97

GPICKET

Has this establishment been **picketed** during the last 12 months?

- 1) Yes
- 2) No

GDISRUPT

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

- 1) Yes
- 2) No

SECTION H GRIEVANCE AND DISCIPLINARY PROCEDURES

HPROCEDU

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

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

- 1) Yes
- 2) No

{If no grievance procedure (HPROCEDU=2)}

HRESOLVE^

If an employee has a grievance at work, how do they resolve it?

PROBE: Which others? UNTIL 'None'.

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

{If grievance procedure (HPROCEDU=1)}

HAWARE*^

How are employees made aware of the procedure?

PROBE: Which others? UNTIL 'None'.

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

HGRVWRTE

In raising grievances, are employees required to set out in writing the nature of the grievance?

INTERVIEWER: If 'YES', PROMPT: 'Is that always or just some of the time?'

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

HGRVMTG

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

INTERVIEWER: If 'YES', PROMPT: Is that always or just some of the time?

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

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

HACCOMP*^

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

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

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

HCOMP1

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

... ask questions on behalf of the employee?

- 1) Yes
- 2) No

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

HCOMP2

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

... answer questions on behalf of the employee?

- 1) Yes
- 2) No

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

HCOMP3

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

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

- 1) Yes
- 2) No

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

HGRVAPL

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

- 1) Yes
- 2) No

{If grievance procedure (HPROCEDU=1)}

HRAISED

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

- 1) Yes
- 2) No

{If grievance procedure not used (HRAISED=2)}

HWHYNOT

Why do you think that is?

PROMPT: Why else? : OPEN

HTYPE*^

Which types of grievances, if any, have been raised in the past year whether through a procedure or not? PROBE: Which others? UNTIL 'None'.

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

HOTHPRO

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

- 1) Yes
- 2) No

{If disciplinary procedure (HOTHPRO=1)}

HOTHAWAR*^

How are employees made aware of the procedure?

PROBE: Which others? UNTIL 'None'.

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

HOTHWRT

Is the employer required to set out in writing to the employee the reason for taking disciplinary action?

INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time? :

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

HOTHMTG

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

INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time? :

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

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

HOTHACCM*^

In any disciplinary meeting or hearing, who is allowed to accompany an employee?

PROBE: Which others? UNTIL 'None'.

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

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

HOTHCMP1

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

... ask questions on behalf of the employee?

- 1) Yes
- 2) No

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

HOTHCMP2

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

... answer questions on behalf of the employee?

- 1) Yes
- 2) No

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

HOTHCMP3

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

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

- 1) Yes
- 2) No

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

HAPPEAL

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

- 1) Yes
- 2) No

HORWARN

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

... formal verbal warning

- 1) Yes
- 2) No

HWARNING

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

... formal written warning

- 1) Yes
- 2) No

HSUSPEND

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

... suspension with or without pay

- 1) Yes
- 2) No

HDEDUCT

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

... deduction from pay

- 1) Yes
- 2) No

HDISMISS

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

... dismissal

- 1) Yes
- 2) No

HTRANSF

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

... internal transfer

- 1) Yes
- 2) No

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

HSUSNUM

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

Range:1..9997

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

HSUSTYP*^

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

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

HCOMPLAI

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

- 1) Yes
- 2) No

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

HCOMNUM

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

Range:1..9997

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

HREVIEW*^

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

- | | |
|-----------|---|
| 1) Formal | Set up formal disciplinary procedures, |
| 2) Review | Review or redesign workplace disciplinary procedures, |
| 3) Follow | Make sure workplace disciplinary procedures are followed, |
| 4) Griev | Set up formal grievance procedures, |
| 5) Design | Review or redesign workplace grievance procedures, |
| 6) FollGr | Make sure workplace grievance procedures are followed, |
| 7) Intro | Introduce or review another area of employment policy, |
| 8) Revise | Revise terms and conditions in employees' contracts, |
| 9) Other | Some other change made (please specify HREVOTH), |
| 10) None | No changes made |

SECTION I FAIR TREATMENT AT WORK

IABLE

I would now like to ask you some questions about Equal Opportunities policies and practices at your establishment.

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

IPOLICY

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

- 1) Yes
- 2) No

{If equal opportunities policy (IPOLICY=1)}

IGROUNDS*^

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

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

{If equal opportunities policy (IPOLICY=1)}

ITOLD*^

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

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

{If equal opportunities policy (IPOLICY=1)}

IMEASUR

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

- 1) Yes
- 2) No

{If tried to measure effects (IMEASUR=1)}

IEFFECTS

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

{If no equal opportunities policy (IPOLICY=2)}

IWHYNOT^

Could you tell me why there is no formal written equal opportunities policy at this establishment?

DO NOT SHOW SCREEN, DO NOT READ OUT

- 1) NotWrit We have a policy, but have not written it down,
- 2) NotCons Not considered it,
- 3) Develop In the process of developing a policy,
- 4) Reflect We aim at being an equal opportunities employer,
- 5) Unnecess We don't feel we need a policy,
- 6) Few Employ none or few people from disadvantaged groups,
- 7) Other Some other reason (please specify **IWHYNOTH**)

IPRINTRO

I am now going to ask about a number of different practices. Can you tell me whether any of them are done, or apply at this workplace?

IPRACT1*^

Firstly, do you monitor recruitment and selection by any of the characteristics on this card? If YES: Which ones? PROBE: Which others? UNTIL 'None'.

- 1) gen Gender,
- 2) eth Ethnic background,
- 3) disab Disability,
- 4) age Age,
- 5) none None of these

IPRACT2*^

Do you review recruitment and selection procedures to identify indirect discrimination by any of these characteristics?

If YES: Which ones? PROBE: Which others? UNTIL 'None'.

- 1) gen Gender,
- 2) eth Ethnic background,
- 3) disab Disability,
- 4) age Age,
- 5) none None of these

IPRACT3*^

Do you monitor promotions by any of these characteristics?
 If YES: Which ones? PROBE: Which others? UNTIL 'None'.

- 1) gen Gender,
- 2) eth Ethnic background,
- 3) disab Disability,
- 4) age Age,
- 5) none None of these

IPRACT4*^

Do you review promotion procedures to identify indirect discrimination by any of these characteristics?
 If YES: Which ones? PROBE: Which others? UNTIL 'None'.

- 1) gen Gender,
- 2) eth Ethnic background,
- 3) disab Disability,
- 4) age Age,
- 5) none None of these

IPRACT5*^

Do you review relative pay rates by any of these characteristics?
 If YES: Which ones? PROBE: Which others? UNTIL 'None'.

- 1) gen Gender,
- 2) eth Ethnic background,
- 3) disab Disability,
- 4) age Age,
- 5) none None of these

IASSESS

Have you made a formal assessment of the extent to which this workplace is accessible to employees or job applicants with disabilities?

- 1) Yes
- 2) No

{If made assessment (IASSESS=1)}

IOUTCOM

Did this assessment identify any problems?

- 1) Yes
- 2) No

IADJUST

Have you made any adjustments at this workplace to accommodate disabled employees? :

- 1) Yes,
- 2) noad No - no adjustments made

IFLEXIN

Now I'd like to ask you about the different types of flexible working, leave and childcare arrangements which some employers provide their employees to help them to balance their work and home lives.

IFLEX*^

Looking at this card, do you have any of the following working time arrangements for any employees at this workplace? PROBE: Which others? UNTIL 'None'.

- 1) home Working at or from home in normal working hours,
- 2) ftopt Ability to reduce working hours (e.g. switching from full-time to part-time employment),
- 3) ptoft Ability to increase working hours (e.g. switching from part-time to full-time employment),
- 4) jshare Job sharing schemes (sharing a full-time job with another employee),
- 5) flexi Flexitime (where an employee has no set start or finish time but an agreement to work a set number of hours per week or per month),
- 6) shift Ability to change shift patterns,
- 7) compr Working compressed hours (e.g. a 9 day fortnight / 4½ day week),
- 8) night Night working,
- 9) none None of these

{If any employees have option to reduce working hours (IFLEX=2)}

IPTELIG

Do all employees have the option of reducing their working hours, or is it restricted to some employees only? :

- 1) all All have the option,
- 2) rest Restricted to some employees only

{If eligibility to reduce working hours is restricted (IPTELIG=2)}

IPGRP*^

Which of the following groups are **NOT** allowed to reduce their working hours? PROBE: Which others? UNTIL 'None'.

- 1) child Employees without young children,
- 2) care Employees without other caring responsibilities,
- 3) part Part-time employees,
- 4) full Full-time employees,
- 5) manager Managerial employees,
- 6) nonman Non-managerial employees,
- 7) short Employees with the establishment for short period of time,
- 8) perm Employees not on a permanent contract (e.g. fixed term),
- 9) male Any male employees,
- 10) other Some other eligibility criteria (please specify **IPGPOTH**)

{If any employees have option to work flexitime (IFLEX=5)}

IFLXELIG

Do all employees have the option to work flexitime or is it restricted to some employees only? :

- 1) all All have the option,
- 2) rest Restricted to some employees only

{If eligibility to work flexitime is restricted (IFLXELIG=2)}

IFLXGRP*^

Which of the following groups are **NOT** allowed to work flexitime?

PROBE: Which others? UNTIL 'None'.

- 1) child Employees without young children,
- 2) care Employees without other caring responsibilities,
- 3) part Part-time employees,
- 4) full Full-time employees,
- 5) manager Managerial employees,
- 6) nonman Non-managerial employees,
- 7) short Employees with the establishment for short period of time,
- 8) perm Employees not on a permanent contract (e.g. fixed term),
- 9) male Any male employees,
- 10) other Some other eligibility criteria (please specify **IFLGPOTH**)

ILVEINTR

Now I'd like you to think about leave arrangements which support employees with children and other dependants.

{If any female employees (ZTOTWOM>0)}

IMATFULL

Would any female employees going on maternity leave from this workplace receive their normal, full rate of pay?

INTERVIEWER: If for only part of the period, code 'YES'

- 1) Yes
- 2) No

{If any female employees receive full pay (IMATFULL=1)}

IMATWKS

How many weeks of maternity leave would be paid at the employee's normal, full rate of pay?

INTERVIEWER: Please enter the number of weeks.

Range: 1..97

{If any male employees (ZTOTMEN>0)}

IMALEOFF*^

If a **male** employee needed to take time off work around the birth of their child, how would they usually take this time off? PROBE: Which others? UNTIL 'None'.

- 1) patern Paternity leave (a specific period of leave for fathers around the time of the birth),
- 2) Discret Time off awarded at employer's discretion,
- 3) Annual Annual leave,
- 4) Other Other arrangement (please specify **IPATOTH**),
- 5) *Never* *Has never happened, the situation has not arisen, no men employed at present,*
- 6) *None* *None of these*

{If any specific period of leave (IMALEOFF=1 or 2)}

IPATPAID

Would any fathers taking (paternity leave / discretionary time off) from this workplace receive their normal, full rate of pay?

INTERVIEWER NOTE: If for only part of the period, code 'Yes'.

- 1) Yes
- 2) No

{If any paid leave (IPATPAID=1)}

IPATFULL

How many days of paternity leave would be paid at the employee's normal, full rate of pay?

INTERVIEWER: Please enter the number of working days (e.g. if get one week paid paternity leave, please check the length of the working week and enter accordingly.)

Range:1..97

IFMOFF*^

If an employee needed to take time off at short notice to deal with an emergency involving a child or family member, how would they **usually** take this time off?

PROBE: Which others? UNTIL 'None':.

- 1) MakeUp Take time off but make it up later,
- 2) Without As leave without pay,
- 3) Sick As sick leave,
- 4) Special As special paid leave,
- 5) Annual As annual leave,
- 6) Other Other (please specify **IEROTH**),
- 7) *Never* *Never been asked,*
- 8) *notall* *Not allowed*

IPARENT*^

With the exception of maternity leave, paternity leave and time off for emergencies, how do mothers and fathers usually take time off to look after their children?

PROBE: Which others? UNTIL 'None':.

- 1) unpaid Take unpaid parental leave (a specific period of leave for mothers and fathers),
- 2) paid Take paid parental leave,
- 3) annual Take annual leave,
- 4) sick Take sick leave,
- 5) special Take special paid leave,
- 6) other Other arrangement (please specify **IPAROTH**)

{If any paid parental leave (IPARENT=2)}

IPARPAID

How many days of paid parental leave are parents allowed to take off?

INTERVIEWER: Please enter the number of working days (e.g. if get one week paid parental leave, please check the length of the working week and enter accordingly.)

Range: 1..97

IFAMILY*^

Looking at this card, are any employees here entitled to any of the following?

PROBE: Which others? UNTIL 'None':.

- 1) TERM Working only during school term-time,
- 2) NURSERY Workplace nursery or nursery linked with workplace,
- 3) SUBSID Financial help with child-care (e.g. loans, repayable contributions to fees for childcare outside of the workplace, subsidised places not located at the establishment),
- 4) OLDER Financial help with the care of older adults,
- 5) LEAVE A specific period of leave for carers of older adults (in addition to time off for emergencies),
- 6) NONE None of these

{If no joint consultative committees dealing with H&S matters (DJOINT=2 or (DJOINT=1 and DWHICH≠10)

/ If a joint consultative committee dealing with H&S matters (DJOINT=1 and DWHICH=10)}

ICOMMTEE

Now I would like to ask you some questions about the health and safety arrangements at your workplace.

Earlier on in the interview, we discussed ways in which you consult with your workforce. Can I just confirm that there (is a / is no) joint committee of managers and employees at this workplace which deals with health and safety matters? :

- 0) NO No, there is no committee,
- 1) YES Yes, a joint committee

{If there is a joint committee that deals with health and safety, and workplace has JCCs (ICOMMTEE=1 and DJOINT=1) / {If there is a joint committee that deals with health and safety, but workplace has no JCCs (ICOMMTEE=1 and DJOINT=2) }

IJOINT

And is it the committee you mentioned earlier (**D1COMM**) or is it a joint committee which deals specifically with health and safety matters? / And is it a joint committee which deals specifically with health and safety matters? :

- 1) General General joint committee mentioned earlier,
- 2) Specific Specific health and safety committee

{If specific committee (IJOINT=1)}

IELCOM

Are elections usually held among employees to appoint employee representatives to the committee?

- 1) Yes
- 2) No

{If no elections (IELCOM=2)}

ISELCOM^

Who selects employee representatives for the committee?

PROBE: Which others? UNTIL 'None':.

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

{If no committee (ICOMMTEE=2)}

IOTHREP

Are there any employees here who act as representatives of other employees in dealings with management over health and safety matters?

- 1) Yes
- 2) No

{If health and safety reps and also union/non-union employee rep (IOTHREP=1 and (ESTEWARD=1 or EOTHUREP=1 or EOTHREPS=1))}

ISAMEREP

So, can I just confirm, are these the same employee representatives we talked about earlier?

PROMPT: Either trade union representatives/stewards or non-union employee representatives :

- 1) Yes Yes, same employee representatives,
- 2) No No, not the same

{If health and safety reps, but not same (IOTHREP=1 and (ISAMEREP=2 or (ESTEWARD=2 and EOTHREPS=2 and EOTHUREP=2))}

IELREP

Are elections usually held among employees to appoint these health and safety representatives?

- 1) Yes
- 2) No

{If no elections (IELREP=2)}

ISELREP

Who selects these employee representatives? PROBE: Which others? UNTIL 'None':

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

{If health and safety committee or health and safety reps (ICOMMTEE=1 or IOTHREP=1)}

ITRAIN

Are the employee representatives provided with any training to help them perform their duties as health and safety representatives?

- 1) Yes
- 2) No

{If no committee and no reps (ICOMMTEE=2 and IOTHREP=2)}

ICONULT^

If a health and safety issue arises at this workplace, what steps, if any, do you take to inform and consult with employees? PROBE: How else? UNTIL 'None':

- 1) NoSteps No steps,
- 2) Notice Newsletters/notice board/e-mail,
- 3) Manage Communicate through management chain/cascade,
- 4) Meetings Management-staff meetings/consult directly with workforce,
- 5) Other Some other answer (please specify **ICONSOOTH**)

IINJURY*^

Please look at this card. Have any employees of this establishment sustained **any** of these types of injury during working hours in the last 12 months? PROBE: Which others? UNTIL 'None'.

- | | |
|-----------------|--|
| 1) Bone | Bone fracture, |
| 2) Amputat | Amputation, |
| 3) Disloc | Dislocated joint, |
| 4) Sight | Loss of sight (temporary or permanent), |
| 5) Chemic | Chemical or hot metal burn to the eye, |
| 6) Peny | Penetrating eye injury, |
| 7) Oxygen | Acute illness requiring medical treatment, |
| 8) Other | Any other injury leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours, |
| 9) <i>Noinj</i> | <i>None of these</i> |

{If any injuries (IINJURY<9) }

INUMINJ

During the last 12 months, how many employees in all have sustained any of these types of injury?

Range: 0..9997

IILLNESS*^

In the last 12 months, have any employees suffered from any of the following illnesses, disabilities or other physical problems that were caused or made worse by their work? PROBE: Which others? UNTIL 'None':.

- | | |
|----------------|---|
| 1) bone | Bone, joint or muscle problems (including back problems and RSI), |
| 2) breath | Breathing or lung problems (including asthma), |
| 3) skin | Skin problems, |
| 4) hear | Hearing problems, |
| 5) stress | Stress, depression or anxiety, |
| 6) eye | Eye strain, |
| 7) heart | Heart disease/attack, or other circulatory problem, |
| 8) infect | Infectious disease (virus, bacteria), |
| 9) <i>NONE</i> | <i>None of these</i> |

{If any illnesses (IILLNESS<9) }

IILLNUM

How many employees have been absent owing to these problems over the last 12 months?

Range: 1..9997

SECTION J ESTABLISHMENT FLEXIBILITY
--

JNONEMP*^

I now want to ask you about different types of working arrangements. Are any of the activities or services on this card carried out for this workplace by independent contractors?

INTERVIEWER: If activities/services are done for this workplace by another establishment in the same organisation (e.g. payroll), ask whether the activity is carried out for the organisation by independent contractors.

PROBE Any others? UNTIL 'No'

- | | |
|--------------|--|
| 1) Cleaning | Cleaning of building and premises, |
| 2) Security, | |
| 3) Catering, | |
| 4) Maintain | Building maintenance, |
| 5) Printing | Printing/photocopying, |
| 6) Payroll | Payroll, |
| 7) Transpor | Transport of documents/goods, |
| 8) Computin | Computing services, |
| 9) Training, | |
| 10) Recruit | Recruitment, |
| 11) TempVac | Temporary filling of vacant posts at this workplace, |
| 12) None | None of these |

{If using contractors (JNONEMP<12)}

JYR5EMP

Are any of these contractors doing work which five years ago would have been done by employees of this establishment (or organisation)?

- 1) Yes
- 2) No

{If work had been done by employees (JYR5EMP=1)}

JPREEMP

Are any of these contractors former employees of this establishment (or organisation)?

- 1) Yes
- 2) No

{If work had been done by employees (JYR5EMP=1)}

JWHYOUT^

Why was this activity or service contracted-out? PROBE: Which others? UNTIL 'None':.

- | | |
|-------------|---|
| 1) Cost | Cost savings, |
| 2) Improved | Improved service, |
| 3) FocusCor | Able to focus more on core business activities, |
| 4) Flexibil | Greater flexibility, |
| 5) Other | Other (please specify JWHYUOTH) |

JCONIN*^

Within the last five years, are there any activities on this card for which you have stopped using independent contractors and now use employees at this establishment? PROBE: Which others? UNTIL 'None':.

- | | |
|--------------|--|
| 1) Cleaning | Cleaning of building and premises, |
| 2) Security, | |
| 3) Catering, | |
| 4) Maintain | Building maintenance, |
| 5) Printing | Printing/photocopying, |
| 6) Payroll | Payroll, |
| 7) Transpor | Transport of documents/goods, |
| 8) Computin | Computing services, |
| 9) Training, | |
| 10) Recruit | Recruitment, |
| 11) TempVac | Temporary filling of vacant posts at this workplace, |
| 12) None | None of these |

{If activities brought in house (JCONIN<12)}

JWHYIN^

Why (were these activities / was this activity) or service brought in-house? PROBE: Any other reason? UNTIL 'None':.

- | | |
|-------------|--|
| 1) Cost | Cost savings, |
| 2) Improved | Improved service, |
| 3) Other | Other (please specify JWHYINO) |

{If one agency temp (ZAGENCY=1) / If more than one agency temp (ZAGENCY>1)
/ If agency temps but number not known (ZANYAGY=1)}

JSOCTEM*^

You said at the beginning of the interview that (there is one / there are **ZAGENCY** / there are some) temporary agency staff working here. In which occupational groups are temporary agency staff presently working?

PROBE: Which others? UNTIL 'None'.

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

{If one agency temp (ZAGENCY=1) / If more than one agency temp (ZAGENCY>1)
/ If agency temps but number not known (ZANYAGY=1)}

JEMPTM

(Is this / Are any of these / Are any of these) temporary agency staff carrying out work which used to be done by permanent employees?

INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

- | | |
|-----------|---------------------|
| 1) yesall | Yes - all of them, |
| 2) some | Yes - some of them, |
| 3) No | |

{If any agency temps (ZAGENCY>0 or ZANYAGY=1)}

JWHYTEM*^

Why are you using temporary agency staff? Please choose from this card.

PROBE: Which others? UNTIL 'None':.

- | | |
|-------------|---|
| 1) Demand | Matching staff to peaks in demand, |
| 2) Absence | Short-term cover for staff absence/vacancies, |
| 3) Maternit | Cover for maternity leave or annual leave, |
| 4) Unable | Unable to fill vacancies, |
| 5) Skills | Obtain specialist skills, |
| 6) Freeze | Freeze on permanent staff numbers, |
| 7) Other | Other (please specify JWHYTEOTH) |

{If one employee on fixed-term contract (ZFIXTERM=1) / If more than employee on fixed term contracts (ZFIXTERM>1) / If fixed term contracts but number not known (ZANYTEM=1)}

JSOCFIT*^

You said at the beginning of the interview (there is one employee / there are **ZFIXTERM** employees / there are some employees) here on temporary or fixed-term contracts. In which occupational groups are these fixed-term employees presently working? PROBE: Which others? UNTIL 'None':

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

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

{If one employee on fixed-term contract (ZFIXTERM=1) / If more than employee on fixed term contracts (ZFIXTERM>1) / If fixed term contracts but number not known (ZANYTEM=1)}

JEMPFIT

(Is this fixed term employee / Are any of these fixed term employees / Are any of these fixed term employees) carrying out work which used to be done by staff on open-ended contracts?

INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

- | | |
|-----------|---------------------|
| 1) yesall | Yes - all of them, |
| 2) some | Yes - some of them, |
| 3) No | |

{If fixed-term employees}

JWHYFIT*^

Why are you using fixed-term contracts? Please choose from this card.

PROBE: Which others? UNTIL 'None':

- | | |
|-----------|--|
| 1) Spur | Spur to improved performance, |
| 2) Skills | Obtain specialist skills, |
| 3) Trial | As a trial for a permanent job, |
| 4) Freeze | Freeze on permanent staff numbers, |
| 5) Temp | Temporary increase in demand, |
| 6) Cover | To cover for maternity leave/long-term absence, |
| 7) Other | Some other reason (please specify JWHYFIOTH) |

JHOMWRK

Do any employees at this establishment **ever** work from home **during normal working hours?** :

- 1) Yes
- 2) No

{If any employees work at home (JHOMWRK=1) }

JALLHOM*

What proportion of employees at this establishment, if any, spend **all** or **almost all** of their working hours working from home? :

- | | |
|-------------|----------------------------------|
| 1) Half | Half or more (50% +), |
| 2) MoreQuar | A quarter up to a half (25-49%), |
| 3) LessQuar | Up to a quarter (10-24%), |
| 4) Small | A small proportion (5-9%), |
| 5) Hardly | Hardly any (Less than 5%), |
| 6) None | None (0%) |

JNEMPHM

Are there any people who do work for this establishment at or from their own homes, but are **not** your employees?

- 1) Yes
- 2) No

JWRKFREE

Are there any people presently working for this establishment on a freelance basis?

- 1) Yes
- 2) No

JOBSEC*^

Is there a policy of guaranteed job security or no-compulsory redundancies for any of these groups at this workplace? PROBE: Which others? UNTIL 'None'.:

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

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

{If any redundancies and number known (ZREDUND>0) / If redundancies but number not known (ZREDDK=1)}

JREDREAS*^

You mentioned at the beginning of the interview (that **ZREDUND** / that some) employees had been made redundant from this establishment in the last 12 months. What have been the main reasons for the redundancies?

PROBE: Which others? UNTIL 'None':.

- | | |
|-------------|--|
| 1) LackDem | Lack of demand for products/services, |
| 2) Shortage | Shortage of materials, |
| 3) Automat | Automation/mechanisation/new equipment, |
| 4) Reorgan | Reorganised working methods, |
| 5) Efficien | Improved competitiveness/efficiency/cost reduction, |
| 6) merger | Merger with another establishment or organisation, |
| 7) Disputes | Industrial disputes, |
| 8) Budget | Reductions in budget/cash limits, |
| 9) Other | Some other reason (please specify JREDREOTH) |

{If no redundancies (ZREDUND=0 or ZREDDK=2)}

JWITHDRW

From what you have told me, you do not appear to have made any redundancies in the past 12 months. Have any redundancy proposals been withdrawn in the past 12 months?

- 1) Yes
- 2) No

{If any redundancies (ZREDUND>0 or ZREDDK=1)}

JREDCON1

Did you consult with employees or their representatives prior to making anyone redundant?

INTERVIEWER: Redundancy includes early retirement.

- 1) Yes
- 2) No

{If redundancies withdrawn (JWITHDRW=1)}

JREDCON2

Did you consult with employees or their representatives prior to withdrawing the redundancy proposals?

INTERVIEWER: Redundancy includes early retirement.

- 1) Yes
- 2) No

{If consultation over redundancies (JREDCON1=1 or JREDCON2=1)}

JWHOCONS*^

Who did you consult with?

PROBE: Which others? UNTIL 'None':.

- 1) Union Trade union representative/shop steward,
- 2) JCC Joint Consultative Committee /Works Council/ other consultative committee representatives,
- 3) EmpRep Other employee representatives,
- 4) Directly Directly with employees likely to be affected

{If consultation took place through a consultative committee (JWHOCON=2)}

JNEWCOM

Did consultation take place through an existing consultative committee, or was a committee specifically set up to deal with this situation? :

- 1) exist Pre-existing committee,
- 2) newc New committee set up

{If consultation took place through employee reps (JWHOCON=3)}

JNEWREP

Did consultation take place with existing employee representatives, or were representatives specifically appointed to deal with this situation? :

- 1) exist Existing employee representatives,
- 2) newrep New representatives appointed

{If consultation took place through union, JCC or employee reps (JWHOCON=1, 2 or 3)}

JISSCONS*^

What issues did the consultation cover? PROBE: Which others? UNTIL 'None':.

- 1) options Options for reducing the number of redundancies,
- 2) criter Criteria for selection,
- 3) paymen Redundancy payments,
- 4) other Other issues (please specify **JISSOTH**)

{If consultation and redundancies made (JREDCON1=1)}

JCHANGE*^

Did the consultation lead to any of the following changes in managers' original proposals? PROBE: Which others? UNTIL 'None':.

- 1) number Reduction in the number of redundancies,
- 2) criter Changes in the criteria for selection,
- 3) rpay Increase in redundancy payments,
- 4) other Other changes (please specify **JCHANOTH**),
- 5) NONE None of these

{If redundancy proposals withdrawn after consultation (JREDCON2=1)}

JEFFECT

Were the redundancy proposals withdrawn as a direct result of the consultation process?

- 1) Yes
- 2) No

JUHOURS*

I now want to ask you about working hours at this workplace.

Which of the following describes the usual operating days of this workplace?

INTERVIEWER: This questions relates to just the DAYS of opening, NOT the hours. :

- 1) regul Monday to Friday,
- 2) sixd Six days a week,
- 3) seven Seven days a week,
- 4) other Other (please specify **JUHOTH**)

JTIME

And are the usual operating hours of this workplace ...READ OUT?

INTERVIEWER: If shorter hours on one day of the week record as the hours worked most days. :

- 1) allhrs ... 24 hours a day,,
- 2) usual ... any time between 8am and 6.30pm,,
- 3) other or is this workplace usually open some other time?

{If open some other time (JTIME=3)}

JSTIME

At what time does this workplace usually **open** for business? :TIME

{If open some other time (JTIME=3)}

JCLTIME

At what time does this workplace usually **close** for business? :TIME

JOVERTIM*

What proportion of [**LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP**] at this establishment, if any, regularly work overtime or hours in excess of the normal working week - whether paid or unpaid?

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

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

{If giving exact number}

JOVERTIT

(How many [**LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP**] at this establishment, if any, regularly work overtime or hours in excess of the normal working week-whether paid or unpaid?)

ENTER NUMBER

Range :1..999997

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

JEXHMAN*

Over the past 12 months, what proportion of managerial employees have worked regularly in excess of 48 hours per week?

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

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

{If giving exact number }

JEXHMANT

(Over the past 12 months, how many managerial employees have worked regularly in excess of 48 hours per week?)

ENTER NUMBER

Range :1..999997

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

JEXHNMAN*

Over the past 12 months, what proportion of non-managerial employees have worked regularly in excess of 48 hours per week?

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

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

{If giving exact number }

JEXHNMT

(Over the past 12 months, how many non-managerial employees have worked regularly in excess of 48 hours per week?)

Range :1..999997

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

JTIMEARR*^

Do you have any of the following working time arrangements for any employees at this workplace?

- | | |
|-------------|-----------------------|
| 1) Shift | Shift working, |
| 2) Annualis | Annualised hours, |
| 3) Zero | Zero-hours contracts, |
| 4) NONE | None of these |

SECTION K ESTABLISHMENT PERFORMANCE

{If trading sector and single, independent workplace (ASTATUS=1-8 and ASINGLE=1)}

KACTIVS*^

I would now like to ask some questions about the external environment in which this workplace operates.

Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

- 1) Consumer We provide goods or services to the general public,
- 2) Compani We provide goods or services to other organisations

NORF,NODK

{If trading sector and part of a larger organisation (ASTATUS=1-8 and ASINGLE=1 or 3)}

KACTIVM*^

Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

- 1) Consumer We provide goods or services to the general public,
- 2) Compani We provide goods or services to other organisations,
- 3) ownco We provide goods or services to other parts of our organisation,
- 4) NONE This is an administrative office only for our organisation

NORF,NODK

{If provide goods/services to other organisations (KACTIVS=2 or KACTIVM=2)}

KPRIVPUB

Are those organisations to which you provide goods or services primarily in the private or the public sector? :

- 1) priv Private sector,
- 2) pub Public sector,
- 3) Both

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KPROSER

Is the output of this establishment concentrated on one product or service or are there several different products or services? :

- 1) Single Single product or service,
- 2) Differ Different products or services

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KMARKET

Is the market for your (main) product or service primarily ...

READ OUT ...

PROMPT: Local=within 1 hours drive :

- 1) Local,
- 2) Regional,
- 3) National National, or,
- 4) Internat International

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KLARGE*

Thinking of this establishment's largest customer in terms of the value of goods or services supplied, roughly what proportion of the total annual value of goods and services is supplied to that customer?

- 1) Five Less than 5%,
- 2) Ten 5-10%,
- 3) TwenFive 11-25%,
- 4) Fifty 26-50%,
- 5) More More than 50%

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KCOMPET

How many competitors do you have for your (main) product or service?

PROMPT: 'few' equals 5 or less :

- 1) None None/Organisation dominates market,
- 2) Few Few competitors,
- 3) Many Many competitors

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KDEGREE*

How would you assess the degree of competition in this market?

- 1) VeryHigh Very high,
- 2) High,
- 3) Neither Neither high nor low,
- 4) Low,
- 5) VeryLow Very low

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KOVRSEA

Does this establishment face competition from overseas-based suppliers (for it's main product or service)?

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

- 1) Lot Yes, a lot,
- 2) Little Yes, a little,
- 3) No

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KPCTSHAR*

What is your company's UK market share for your (main) product or service?

PROMPT: Market share is the total value of your company's goods or services as a proportion of all UK sales :

- 1) Five Less than 5%,
- 2) Ten 5-10%,
- 3) TwenFive 11-25%,
- 4) Fifty 26-50%,
- 5) More More than 50%

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KSTAMAR*

Looking at this list, which of these statements best describes the current state of the market in which you operate (for your main product or service)? :

- 1) Growing The market is growing,
- 2) Mature The market is mature,
- 3) Decline The market is declining,
- 4) Turbul The market is turbulent

{If trading sector (ASTATUS=1-8) / if non-trading sector (ASTATUS>=9)}

KPROSAL*

About what proportion of this establishment's (sales revenue / operating costs) is accounted for by wages, salaries and other labour costs like pensions and national insurance? :

- 1) TwenFive Less than 25%,
- 2) Fifty 25% - 49%,
- 3) SeveFive 50% - 74%,
- 4) More 75% or more

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

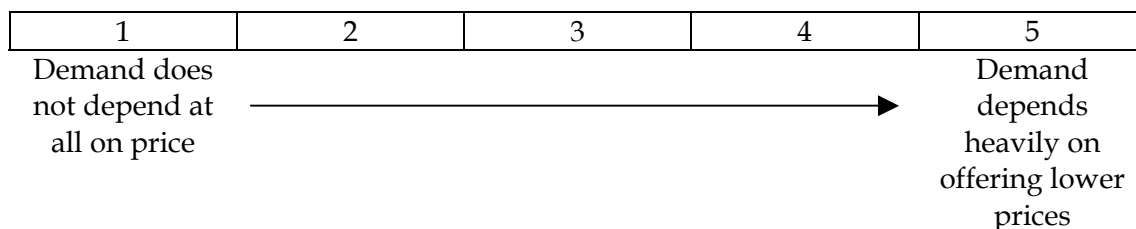
KCOMPSUC

I would now like to ask you about the importance of certain factors to the competitive success of your main product or service.

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KPRICE*

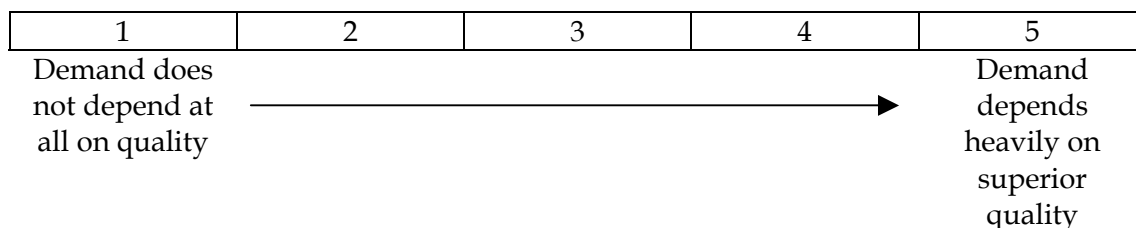
Looking at the scale on this card, to what extent would you say that the demand for your (main) product or service depends upon offering lower prices than your competitors? :



{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KQUAL*

To what extent would you say that the demand for your (main) product or service depends upon you offering better quality than your competitors? :



{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

KRANK*^

Aside from price and quality, what **two** factors are most important to the competitive success of your (main) product or service? INTERVIEWER: Please code up to TWO responses.

- | | |
|-----------|--|
| 1) comp | Offering a complex product or highly-skilled service, |
| 2) range | Offering a product or service with unique features, |
| 3) newp | Developing new products or services, |
| 4) cust | Customising to meet the needs of particular customers, |
| 5) timed | Maximising availability or minimising delivery times, |
| 6) afters | Offering a high level of customer service, |
| 7) other | Other (please specify KRANOTH) |

{If trading sector and trading externally with other organisations (KACTIVS=2 or KACTIVM=2)}

KREQUIRE*^

When providing goods or services to other organisations, are you ever required to give those organisations information about any of the following employment conditions at this establishment? PROBE: Which others? UNTIL 'None':.

- | | |
|-----------|--|
| 0) No | <i>No, not required to give any information,</i> |
| 1) pay | Rates of pay, |
| 2) hors | Working hours, |
| 3) hols | Holiday entitlements, |
| 4) pens | Pension entitlements, |
| 5) train | Training provision, |
| 6) griev | Grievance or disciplinary procedures, |
| 7) equal | Equal opportunities, |
| 8) health | Health and safety, |
| 9) other | Other (please specify KREQOTH) |

KJIT

I now want to ask some questions about monitoring of performance and quality at this workplace. Does this workplace operate a system designed to minimise inventories, supplies or work-in-progress. This is sometimes known as Just-in-Time?

- 1) Yes
- 2) No

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

KWRKPLACE

Has this workplace attained either of the quality standards BS5750 or ISO9000?

- 1) Yes
- 2) No

KHOWMON*^

How do you monitor the quality of the work undertaken at this workplace? PROBE: Which others? UNTIL 'None':.

- | | |
|--------------|--|
| 1) Managers | Managers/supervisors monitor quality, |
| 2) Inspector | Inspectors in a separate department/section monitor quality, |
| 3) Invidual | Individual employees monitor quality, |
| 4) Records | Keep records on level of faults, complaints, |
| 5) Surveys | Customer surveys, |
| 6) Other | Some other way (please specify KHOWMOTH), |
| 7) NONE | <i>None, quality not monitored</i> |

KRECPER*^

Are any of the following records kept for this establishment?
PROBE: Which others? UNTIL 'None'.

- | | |
|-------------|--------------------------------|
| 1) Sales | Sales/Fees/Budget, |
| 2) Costs, | |
| 3) Profits, | |
| 4) Labcost | Labour costs, |
| 5) Product | Productivity, |
| 6) Quality | Quality of product or service, |
| 7) Labour | Labour turnover, |
| 8) Absent | Absenteeism, |
| 9) Work | Workforce training, |
| 10) None | None of these |

KTARGET*^

Does the establishment have **targets** for any of the following?
PROBE: Which others? UNTIL 'None':.

- | | |
|------------|------------------------------------|
| 1) Sales | Volume of sales/services provided, |
| 2) Costs | Total costs, |
| 3) Profits | Profits/return on investment, |
| 4) Lacost | Unit labour costs, |
| 5) Product | Productivity, |
| 6) Quality | Quality of product or service, |
| 7) Labour | Labour turnover, |
| 8) Absent | Absenteeism, |
| 9) Work | Workforce training, |
| 10) JSat | Employee job satisfaction, |
| 11) Clsat | Customer/client satisfaction, |
| 12) None | None of these |

{If targets and part of larger organisation (KTARGET<12 and ASINGLE=1 or 3)}

KHITARG

And which, if any, of these targets are set at a higher level in your organisation?

INTERVIEWER: What others? :

- | | |
|------------|------------------------------------|
| 1) Sales | Volume of sales/services provided, |
| 2) Costs | Total costs, |
| 3) Profits | Profits/return on investment, |
| 4) Lacost | Unit labour costs, |
| 5) Product | Productivity, |
| 6) Quality | Quality of product or service, |
| 7) Labour | Labour turnover, |
| 8) Absent | Absenteeism, |
| 9) Work | Workforce training, |
| 10) JSat | Employee job satisfaction, |
| 11) Clsat | Customer/client satisfaction, |
| 12) None | None of these |

SOFT CHECK if response not already given at KTARGET: "This code is invalid. Please check and re-select".

{If targets and any employee representatives (KTARGET<12 and (ETEWARD=1 or ESTEWEXT=1 or EOTHUREP=1 or EOTHREPS=1) / {If targets but no employee representatives (KTARGET<12 and NOT(ETEWARD=1 or ESTEWEXT=1 or EOTHUREP=1 or EOTHREPS=1))}

KTARCON

Are any of the targets set in consultation with employees or their representatives? / Are any of the targets set in consultation with employees?

- | | |
|--------|---------------------------|
| 1) Yes | Yes, set in consultation, |
| 2) No | No consultation |

{If targets and any employee representatives (KTARGET<12 and (ETEWARD=1 or ESTEWEXT=1 or EOTHUREP=1 or EOTHREPS=1) / {If targets but no employee representatives (KTARGET<12 and NOT(ETEWARD=1 or ESTEWEXT=1 or EOTHUREP=1 or EOTHREPS=1))}

KEMPINF

Are employees or their representatives informed of the targets? / Are employees informed of the targets?

- | | |
|-----------|---------------|
| 1) Yes | Yes informed, |
| 2) NotInf | Not informed |

KBNCHMA

I'd now like to ask you about benchmarking. By this I mean examining the way things are done at other workplaces and comparing them with this establishment. Over the past two years, has this establishment benchmarked itself against any other workplaces?

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

{If benchmarking (KBNCHMA=1)}

KBNCEST1

Has this establishment benchmarked against ...READ OUT...

... other establishments in your industry?

- 1) Yes
- 2) No

{If benchmarking and part of a larger organisation (KBNCHMA=1 and ASINGLE=1 or 3)}

KBNCEST2

(Has this establishment benchmarked against ...READ OUT...)

... other establishments in your organisation?

- 1) Yes
- 2) No

{If benchmarking (KBNCHMA=1)}

KBNCEST3

(Has this establishment benchmarked against ...READ OUT...)

... establishments which are located overseas?

- 1) Yes
- 2) No

KERFIS*

I now want to ask you how your workplace is currently performing.

Looking at this card, which of these measures corresponds most closely to your interpretation of financial performance? :

- | | |
|------------|---|
| 1) Profit | Profit, |
| 2) Value | Value added, |
| 3) Sales | Sales, |
| 4) Fees, | |
| 5) Budget, | |
| 6) Costs | Costs, |
| 7) expend | Expenditure, |
| 8) Share | Stock market indicators (e.g. share price), |
| 9) Other | Other (Please specify KPERFIOTH) |

{If specific response given (KERFIS<9) }

FPint2

From now on when I ask about financial performance I will be referring to this workplace's **KERFIS**.

KESTPER1*

Compared with other establishments in the same industry how would you assess your workplace's ...READ OUT.

...financial performance :

- | | |
|--------------------|------------------------------------|
| 1) LotBett | A lot better than average, |
| 2) Better | Better than average, |
| 3) Average | About average for industry, |
| 4) Below | Below average, |
| 5) LotBel | A lot below average, |
| 6) <i>NoComp</i> | <i>No comparison possible,</i> |
| 7) <i>NotAvail</i> | <i>Relevant data not available</i> |

KESTPER2*

...labour productivity :

- | | |
|--------------------|------------------------------------|
| 1) LotBett | A lot better than average, |
| 2) Better | Better than average, |
| 3) Average | About average for industry, |
| 4) Below | Below average, |
| 5) LotBel | A lot below average, |
| 6) <i>NoComp</i> | <i>No comparison possible,</i> |
| 7) <i>NotAvail</i> | <i>Relevant data not available</i> |

KESTPER3*

...quality of product or service :

- | | |
|--------------------|------------------------------------|
| 1) LotBett | A lot better than average, |
| 2) Better | Better than average, |
| 3) Average | About average for industry, |
| 4) Below | Below average, |
| 5) LotBel | A lot below average, |
| 6) <i>NoComp</i> | <i>No comparison possible,</i> |
| 7) <i>NotAvail</i> | <i>Relevant data not available</i> |

SECTION L WORKPLACE CHANGE

LINTRO2

I would now like to conclude the interview by asking you a series of questions about changes that may have occurred in this workplace over the last two years. This will touch on some of the issues we talked about previously.

LMANCHA*^

Over the past two years has management here introduced any of the changes listed on this card? PROBE: Which others? UNTIL 'None':.

- 1) CHAPAY Introduction of performance related pay
- 2) TECH Introduction or upgrading of computers
- 3) OTECH Introduction or upgrading of other types of new technology
- 4) WORKHOURS Changes in working time arrangements
- 5) ORGANIS Changes in the organisation of work
- 6) TECHNIQ Changes in work techniques or procedures
- 7) INITIATIV Introduction of initiatives to involve employees
- 8) NEWPROD Introduction of technologically new or significantly improved product or service
- 9) NONE *None of these*

{If more than one change mentioned at LMANCHA}

LIMPCHA

Which one of these had the greatest impact on employees working here? :

- 1) CHAPAY Introduction of performance related pay
- 2) TECH Introduction or upgrading of computers
- 3) OTECH Introduction or upgrading of other types of new technology
- 4) WORKHOURS Changes in working time arrangements
- 5) ORGANIS Changes in the organisation of work
- 6) TECHNIQ Changes in work techniques or procedures
- 7) INITIATIV Introduction of initiatives to involve employees
- 8) NEWPROD Introduction of technologically new or significantly improved product or service

{If any change and any union reps: (LMANCHA<9 and (ESTEWARD=1 or ESTEWEXT=1 or EOTHUREP=1)}

LTYPINV1*

Looking at this card, what type of involvement did trade unions at this workplace have in introducing and implementing this change? :

- 1) Decid They decided,
- 2) Negoti They negotiated,
- 3) Consult They were consulted,
- 4) Inform They were informed,
- 5) NoInv No involvement

{If any change and joint consultative committee (LMANCHA<9 and DISSUES=1 or 3)}

LTYPINV2*

What type of involvement did (the) **[NAME OF THE COMMITTEE GIVEN AT D1COMM]** have in introducing and implementing this change? :

- | | |
|------------|----------------------|
| 1) Decid | They decided, |
| 2) Negoti | They negotiated, |
| 3) Consult | They were consulted, |
| 4) Inform | They were informed, |
| 5) NoInv | No involvement |

{If any change (LMANCHA<9)}

LTYPINV3*

What type of involvement did the employees likely to be affected have in introducing and implementing this change? :

- | | |
|------------|----------------------|
| 1) Decid | They decided, |
| 2) Negoti | They negotiated, |
| 3) Consult | They were consulted, |
| 4) Inform | They were informed, |
| 5) NoInv | No involvement |

SECTION M GENERAL INFORMATION

MRELATE*

Finally, looking at this scale, how would you rate the relationship between management and employees generally at this workplace? :

- | | |
|------------|------------------------|
| 1) Vgood | Very good, |
| 2) Good, | |
| 3) Neither | Neither good nor poor, |
| 4) Poor, | |
| 5) Vpoor | Very poor |

MLINKDAT

It is sometimes possible to link the data we have collected from you with other surveys or datasets, to which we have authorised access. Would you be content for us to do this, as it can provide us with the potential for further analysis?

In doing this, we assure you that your confidentiality will be respected and the linked data will be anonymised and used for statistical and analytical purposes only, with only authorised researchers having access to the linked data.

- 1) Yes
- 2) No

MNEXTIME

The DTI will send you a copy of the main findings from the survey in February 2005, about six months after all the interviews have been completed. If the DTI wished to contact you again for any further information, would you be willing to be contacted?

- 1) Yes
- 2) No