Definitions of occupational groups

A Managers and senior officials
Managers and senior officials head government, industrial, commercial and other establishments, organisations or departments within such organisations. They determine policy, direct and co-ordinate functions, often through a hierarchy of subordinate managers and supervisors. Occupations included are: general managers, works managers, production managers, marketing or sales managers, directors of nursing, catering managers and bank managers. This group also includes police inspectors and senior officers in the fire, ambulance and prison services.

This group does not include supervisors or foremen. These employees should be grouped within their skill base e.g. a clerical worker supervising other clerical workers would be grouped with them. A fitter and turner acting as a supervisor or foreman would be classified as a craft or skilled worker.

B Professional occupations
Professionals perform analytical, conceptual and creative tasks that require a high level of experience and a thorough understanding of an extensive body of theoretical knowledge. They research, develop, design, advise, teach and communicate in their specialist fields. The specialist fields include: science, building, engineering, health and social sciences. Occupations include professionals in the above fields, as well as lecturers and teachers, doctors, lawyers and accountants.

C Associate professional and technical occupations
Employees in this group perform complex technical tasks requiring the understanding of a body of theoretical knowledge and significant practical skills. Technicians in medical, scientific, engineering, building, entertainment and transport industries are included in this group. This occupational group includes police, fire service and prison officers (other than senior officers), registered nurses, IT support technicians, insurance underwriters, artists and designers.

D Administrative and secretarial occupations
Clerical workers gather, record, order, transform, store and transmit information on paper or electronic media and require moderate literacy and numeracy skills. The main occupations covered in this group include civil service and local government clerical officers; data processing and business machine operators; accounting, insurance and banking clerks; filing and mail clerks; production and transport clerks; and receptionists, secretaries and storekeepers.

E Skilled trades occupations
Employees in this group perform complex physical tasks. They apply a body of trade-specific technical knowledge requiring initiative, manual dexterity and other practical skills. Trades in metal fitting and machining, motor mechanics, electrical and electronics, building, printing, vehicle production, food preparation and other recognised apprenticeship trades are included in this group. Trade apprentices and trainees are also to be included in this group.

F Caring, leisure and other personal service occupations
Employees in this group include care assistants, child carers, assistant auxiliary nurses, travel agents, hairdressers, domestic staff and undertakers.

G Sales and customer service occupations
This group includes all employees engaged in buying (wholesale or retail), brokering and selling. Included are sales representatives, sales assistants, till operators, call centre agents, roundsmen and garage forecourt attendants.

H Process, plant and machine operatives and drivers
Plant and machine operators and drivers operate vehicles and other large equipment to transport passengers and goods, move materials, generate power, and perform various agricultural and manufacturing functions. Some of the occupations covered include bus, truck and locomotive drivers; excavator, forklift and tractor drivers; boiler, chemical plant, crane and furnace operators as well as packers and machinists (including metal press or casting operators, sewing machinists, yarn or fabric manufacturing machine operators and food processing machine operators).

I Routine unskilled occupations
Workers in this group perform routine tasks, either manually or using hand tools and appliances. The group includes such occupations as factory hands, cleaners, construction and mining labourers, shelf fillers, postal workers and mail sorters, caretakers, waiters, kitchen hands and porters, car park attendants, traffic wardens, security guards and messengers.

J *In collaboration with the Advisory, Conciliation and Arbitration Service (ACAS), the Economic and Social Research Council and the Policy Studies Institute.
The purpose of this questionnaire is to gather information about the size and structure of the workforce at your establishment.

- Workforce data refer to the employees of a single employer at that establishment only. They should not include the time at which you complete the data sheet. There are no questions on seasonal variations.
- ‘Establishment’ refers to the premises indicated by the address on the covering letter. It does not include any other premises that may belong to your organisation or to establishments different and separate from yours.
- ‘Employees’ should be understood in its strict sense: people with a contract of employment. The term excludes any freelance workers, home or out workers, and casual workers who do not have a contract of employment. Representatives, salesmen and similar employees should be included if this is the establishment to which they principally report.

Please give best estimates if you don’t have exact data. Write ‘Nil’ if you have no employees in a category. If you need to clarify any of the information you give, use the space provided at the bottom of the opposite page.

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

<table>
<thead>
<tr>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZALLEMP5</td>
</tr>
</tbody>
</table>

2. (a) How many of these work full-time (30 hours or more per week)? Please show males and females separately.

<table>
<thead>
<tr>
<th>Full-time</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZMALFULL</td>
<td>ZFMALF1</td>
<td></td>
</tr>
<tr>
<td>ZMALPRT</td>
<td>ZFMALP2</td>
<td></td>
</tr>
</tbody>
</table>

(b) How many work part-time (fewer than 30 hours per week)? Please show males and females separately.

<table>
<thead>
<tr>
<th>Part-time</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZFEMPRT</td>
<td>ZFEMPL</td>
<td></td>
</tr>
</tbody>
</table>

3. For each of the above groups of employees, how many are in each of the following occupational groups?

Definitions of occupational groups are set out on the back page.

<table>
<thead>
<tr>
<th>Occupational Group</th>
<th>Full-time</th>
<th>Part-time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers and senior officials</td>
<td>ZMNG_MFT</td>
<td>ZMNG_MPT</td>
<td>ZMNG_TOT</td>
</tr>
<tr>
<td>Professional</td>
<td>ZPRO_MFT</td>
<td>ZPRO_MPT</td>
<td>ZPRO_TOT</td>
</tr>
<tr>
<td>Associate professional and technical</td>
<td>ZTEC_MFT</td>
<td>ZTEC_MPT</td>
<td>ZTEC_TOT</td>
</tr>
<tr>
<td>Administrative and secretarial</td>
<td>ZADM_MFT</td>
<td>ZADM_MPT</td>
<td>ZADM_TOT</td>
</tr>
<tr>
<td>Skilled trades</td>
<td>ZSKL_MFT</td>
<td>ZSKL_MPT</td>
<td>ZSKL_TOT</td>
</tr>
<tr>
<td>Caring, leisure and other personal service</td>
<td>ZPER_MFT</td>
<td>ZPER_MPT</td>
<td>ZPER_TOT</td>
</tr>
<tr>
<td>Sales and customer service</td>
<td>ZSAL_MFT</td>
<td>ZSAL_MPT</td>
<td>ZSAL_TOT</td>
</tr>
<tr>
<td>Process, plant and machine operatives and drivers</td>
<td>ZOPE_MFT</td>
<td>ZOPE_MPT</td>
<td>ZOPE_TOT</td>
</tr>
<tr>
<td>Routine unskilled</td>
<td>ZROU_MFT</td>
<td>ZROU_MPT</td>
<td>ZROU_TOT</td>
</tr>
</tbody>
</table>

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

ZEMP1AGO

5. And how many of these stopped working here because they...

<table>
<thead>
<tr>
<th>Reason</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>left or resigned voluntarily?</td>
<td>ZRESIG1</td>
<td>ZRESIG2</td>
</tr>
<tr>
<td>were dismissed?</td>
<td>ZDISM1</td>
<td>ZDISM2</td>
</tr>
<tr>
<td>were made redundant?</td>
<td>ZRED1</td>
<td>ZRED2</td>
</tr>
<tr>
<td>had some other reason (e.g. retirement)?</td>
<td>ZOTHER1</td>
<td>ZOTHER2</td>
</tr>
</tbody>
</table>

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

ZEMP1998

7. Of those currently employed here, how many...

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>are aged 16 or 17?</td>
<td>Z16T171</td>
<td>Z16T172</td>
</tr>
<tr>
<td>are aged 18-21?</td>
<td>Z18T211</td>
<td>Z18T212</td>
</tr>
<tr>
<td>are 50 or over?</td>
<td>Z50PLUS1</td>
<td>Z50PLUS2</td>
</tr>
<tr>
<td>are from a non-white ethnic group?</td>
<td>ZETHNIC1</td>
<td>ZETHNIC2</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Union</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZUNEMPL</td>
<td>ZUNEM2</td>
<td></td>
</tr>
</tbody>
</table>

9. How many employees at this establishment aged 22 or over are currently paid...

<table>
<thead>
<tr>
<th>Pay Range</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>£4.50 per hour or less</td>
<td>ZWAGEM1</td>
<td>ZWAGEM2</td>
</tr>
<tr>
<td>£4.51 - £5.00 per hour</td>
<td>ZWAGEMB1</td>
<td>ZWAGEMB2</td>
</tr>
<tr>
<td>£5.01 - £14.99 per hour</td>
<td>ZWAGEMC1</td>
<td>ZWAGEMC2</td>
</tr>
<tr>
<td>£15.00 per hour or more</td>
<td>ZWAGEMD1</td>
<td>ZWAGEMD2</td>
</tr>
</tbody>
</table>

10. Over the last 12 months what percentage of work days was lost through employee sickness or absence at this establishment?

ZABSENCE

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

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

Z5XTERM

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

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.

ZAGENCY

Thank you for completing this form. Please keep it to give to the NatCen interviewer.
Workplace Employment Relations Survey 2004

Cross-Section Management Questionnaire (MQ)

Published: December 2004

WERS Sponsors:
Department of Trade and Industry (DTI)
Advisory, Conciliation and Arbitration Service (ACAS)
Economic and Social Research Council (ESRC)
Policy Studies Institute (PSI)

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

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

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

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

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

{If any briefings (DBRIEF=1)}

DBRIEFN

How frequent are these meetings?:

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

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

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

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

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

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

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

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

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

**CAPI checks and computed variables:**

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

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

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

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

**Computed variables:**

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

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

<table>
<thead>
<tr>
<th></th>
<th>Full-time</th>
<th>Part-time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
</tr>
<tr>
<td>Managers and senior officials</td>
<td>ZMNG_MFT</td>
<td>ZMNG_FFT</td>
<td>ZMNG_MPT</td>
</tr>
<tr>
<td>Professional</td>
<td>ZPRO_MFT</td>
<td>ZPRO_FPT</td>
<td>ZPRO_MPT</td>
</tr>
<tr>
<td>Associate professional and technical</td>
<td>ZTEC_MFT</td>
<td>ZTEC_FPT</td>
<td>ZTEC_MPT</td>
</tr>
<tr>
<td>Administrative and secretarial</td>
<td>ZADM_MFT</td>
<td>ZADM_FPT</td>
<td>ZADM_MPT</td>
</tr>
<tr>
<td>Skilled trades</td>
<td>ZSKL_MFT</td>
<td>ZSKL_FPT</td>
<td>ZSKL_MPT</td>
</tr>
<tr>
<td>Caring, leisure and personal service</td>
<td>ZPER_MFT</td>
<td>ZPER_FPT</td>
<td>ZPER_MPT</td>
</tr>
<tr>
<td>Sales and customer service</td>
<td>ZSAL_MFT</td>
<td>ZSAL_FPT</td>
<td>ZSAL_MPT</td>
</tr>
<tr>
<td>Process, plant and machine operatives and drivers</td>
<td>ZOPE_MFT</td>
<td>ZOPE_FPT</td>
<td>ZOPE_MPT</td>
</tr>
<tr>
<td>Routine unskilled</td>
<td>ZROU_MFT</td>
<td>ZROU_FPT</td>
<td>ZROU_MPT</td>
</tr>
</tbody>
</table>

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

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

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

Computed variables:

- 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."
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
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]

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)}

AORGNAME

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

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

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

AUCC

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

1) Yes
2) No

{ AORGNAME not UCC (AUCC=2)}

AUCCNAME

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

Computed variable:
IF (AUCC=2) THEN
   AHINAME2 := AUCCNAME
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: AUCCNAME / AORGNAME / 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 / AORGNAME / your organisation] in the UK?:

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

Less than 50,
50-99,
100-149,
150-249,
250-499,
500-999,
1,000-1,999,
2,000-4,999,
5,000-9,999,
10,000-49,999,
50,000-99,999,
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 / AORGNAME / 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 / AORGNAME / this company]? 

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

**AOWNMAN**

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

1) Yes
2) No

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

**ACONTROL**

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

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

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

**ACONHEAD**

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

1) Yes
2) No

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

**AHEADOFF**

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

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

**ASUBSID**

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

1) Yes  
2) No

**AHOWLONG**

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

WRITE IN NUMBER OF YEARS  
'0' = LESS THAN ONE YEAR

Range:0..997

{If AHOWLONG = DK}

**AHOWEST**

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

1) less5  
2) less9  
3) less14  
4) less20  
5) less25  
6) longt

**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
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'.

INTERVIEWER SELF-CODE. Is the respondent ...

1) Male
2) Female

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)

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

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

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

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

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

... dismissing workers for unsatisfactory performance?

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

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

I would now like to ask you about how much involvement managers at higher levels in this organisation have in employment relations matters here. Is there a Manager or Director at a higher level and at a separate establishment in your organisation in the UK who spends a major part of his/her time on personnel or employment relations matters?

1) Yes
2) No

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

1) Yes
2) No
Looking at this card, on which of these matters must you follow a policy or procedure set by managers at another workplace in your organisation?: PROBE: Which others? UNTIL 'None'.

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

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

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

PROBE: Which others? UNTIL 'None'.

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

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

PROBE: Which others? UNTIL 'None'.

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

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

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

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

PROBE: Which others? UNTIL 'None'.

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

BADVICE

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

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

PROBE: Which others? UNTIL 'None'.

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

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

BAISSUES

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

PROBE: Which others? UNTIL 'None'.

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

1) Yes
2) No

{If strategic plan (BSTRATEG=1)

BMANAGE*
Which of the following issues are covered in the plan?:
PROBE: Which others? UNTIL 'None'.

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

{If strategic plan (BSTRATEG=yes)}

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

1) Yes
2) No

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

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

1) Yes
2) No
C\textit{FILLVAC*}
Which of these statements best describes your approach to filling vacancies at this
workplace? :

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

C\textit{FACTORS*^}
Which of the following factors are important when recruiting new employees?
PROBE: Which others? UNTIL 'None':

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

C\textit{CHECKS}
Does management here take any steps to find out whether potential recruits are
union members - either by requiring them to state it or by some other method?

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

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

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

1) Yes
2) No

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

CTESTWHO^*
For which occupational groups are personality or attitude tests routinely used in filling vacancies?
PROBE: Any others? UNTIL 'None'.

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

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

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

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

PROBE: Which others? UNTIL 'None'.

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

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

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

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)}

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

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

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

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

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

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

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

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

Range: 1..999997

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

COTHDO*
And approximately, what proportion of [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] actually do jobs other than their own at least once a week?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

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

[If giving exact number at COTHDO]

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

Range: 1..999997

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

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

... variety in their work?

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

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

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

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

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

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

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

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

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

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

1) All   All (100%),
2) Almost  Almost all (80-99%),
3) Most    Most (60-79%),
4) Half    Around half (40-59%),
5) Some    Some (20-39%),
6) Few     Just a few (1-19%),
7) None    None (0%),
97) Number
[If giving exact number at CTEAMS]
CTEAMST
(How many [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace work in formally designated teams?)
ENTER NUMBER

Range: 1..999997

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

[If teamworking (CTEAMS=1-6 or 97)]
CTEAMHOA
Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?

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

1) Yes
2) No

[If teamworking (CTEAMS=1-6 or 97)]
CTEAMHOE
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

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

1) Yes
2) No

[If teamworking (CTEAMS=1-6 or 97)]
CTEAMHOB
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

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

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

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

1) Yes
2) No

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

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

1) Yes
2) No

CCOMPUT
I would now like you to think about the whole workforce at this establishment. In this establishment, what percentage of all employees use computers as part of their normal work duties? Please answer to the nearest 10%. INTERVIEWER: If respondent gives answer as an exact number you can code “997” here and record the number at the next question.

Range: 0..997

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

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>ZALLEMS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
I would now like to 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)}

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 every 3 months

{If any workplace meetings (DMEETING=1)}

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)}

**DBTOWWAY**

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))]

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

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

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

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

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

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

1) Yes
2) No

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

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

1) Yes
2) No

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

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

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

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

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

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

{If giving exact number}

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

Range:1..999997

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

1) Yes
2) No

[If any attitude survey (DSURVEY=1)]

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

1) Yes
2) No

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

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

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

... internal investment plans?

1) Yes
2) No

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

...the financial position of the establishment?

1) Yes
2) No
[If part of larger organisation (ASINGLE=1 or 3)]

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

... the financial position of the whole organisation?

1) Yes
2) No

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

... staffing plans?

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

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

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

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)}

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

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

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

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

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

1) Yes
2) No

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

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

1) Yes
2) No

{If any union members (EANYEMP=1) }

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

1) Yes
2) No

{If any union members (EANYEMP =1)}

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

Range:1..10

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

**EUNIONA01-EUNIONA10**

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

---

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

---

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

**ERECCO01-ERECO10**

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

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

1) Yes
2) No

If any union members (EANYEMP=1)

**EADDREC**

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

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

1) Yes
2) No

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

**EADDNUM**

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

Range:1..10

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

**EADDNA01-EADDNA10**

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

---

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

**EOTHREC**

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

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

1) Yes
2) No

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

**EOTHNUM**

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

Range: 1..10

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

**EOTHNA01-EOTHNA10**

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

---

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

Computed variable:

*IF EUNIONUM>0*

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

*END IF*

If ETOTREC>1

**EMOSTMEM**

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

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

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

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

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

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

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

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

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

[If separate negotiating groups (EJOINT=2 or 3)]

**EGROUPS**
How many separate negotiating groups are there?
Range: 1..97

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

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

1) Yes
2) No

[If any new recognitions (ENEW=1)]

**ENEWNUM**
How many?
Range:1..10

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

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

1) Yes
2) No
{If any wider recognitions (EWIDER=1)}

EWIDNUM
How many?

Range: 1..10

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

ENEW2
Since 1998, have managers begun to negotiate over pay and conditions with (the)
[NAME OF SOLE RECOGNISED UNION] for the first time?

1) Yes
2) No

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

EWIDER2
And since 1998, have managers begun to negotiate over pay and conditions with
(the) [NAME OF SOLE RECOGNISED UNION] for a wider range of jobs at this
establishment?

1) Yes
2) No

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

1) Yes
2) No

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

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

1) Yes
2) No

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

ESTEWNUM
Approximately how many representatives or stewards are there?
INCLUDE SENIOR STEWARDS AND REPRESENTATIVES IN THIS TOTAL

Range: 1..97

SOFT CHECK if ESTEWNUM>=30: “This seems high. Please check with the respondent
and add note to clarify”.
{If recognised unions with members have no reps on site, but workplace is part of a larger organisation in the UK (ESTEWARD=2 and ASINGLE=1)}

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

1) Yes
2) No

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

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

1) Yes
2) No

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

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

1) Yes
2) No

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

**ENUMOTHU**
Approximately how many of these representatives are there?

Range: 1..97

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

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

1) Yes
2) No

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(If any union learning reps (EULR=1))
EULRNUM
How many of the union representatives at this establishment have such a role?

Range: 1..97

(If any reps of recognised or non-recognised unions on site and a JCC that discusses a range of issues (ESTEWARD=1 or EOTHUREP=1) and (DISSUES=1 or 3))
EUJCC
Do any of the union representatives at this establishment sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?

1) Yes
2) No

(If any on-site union reps sit on JCC (EUJCC=1))
EUJCCNUM
How many of the union representatives at this establishment sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?

Range: 1..97

(If any union reps / if no union reps ((ESTEWARD=1 or EOTHUREP=1) / (ESTEWARD=2 and EOTHUREP=2)))
EOTHREPS
(Apart from the union representatives or stewards, and apart/ Apart) from health and safety matters, are there any employees here who act as representatives of other employees in dealings with management?

1) Yes
2) No

(If non-union representatives (EOTHREPS=1))
ENUMREPS
In the next few questions, I will refer to these as 'non-union employee representatives'. Approximately how many of these non-union employee representatives are there?

Range: 1..97

(If non-union representatives (EOTHREPS=1))
EELECT
Are elections usually held among employees to appoint these non-union employee representatives?

1) Yes
2) No
[If no elections (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)

BlissInt1*
(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))
EDISCIPA * (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) 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) 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) 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) 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)}

BlissInt2*
(And, now thinking of non-union employee representatives. Again, 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)}

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

Holiday entitlements:

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

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

Pension entitlements:

1) Negotiates,
2) Consults,
3) Informs,
4) None 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) 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) 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) 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
EPERFORB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Performance appraisals:

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

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

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

1) Yes
2) No

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

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

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

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

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

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

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

In which occupational groups are there employees that are paid (in either of these
different 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
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"

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

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

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

1) All
2) Almost
3) Most
4) Half
5) Some
6) Few
7) None
97) Number

(If giving exact number)

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

ENTER NUMBER

Range: 1..999997

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

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

1) Yes
2) No

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

How many schemes are there at this establishment?

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

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

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

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

Card reads:

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

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

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

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

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

{If giving exact number}

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

ENTER NUMBER

Range :1..999997

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

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

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

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

{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 FWHODOTH)

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

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

INTERVIEWER:INCLUDE FULL TIME OFFICIALS:

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

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

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

[If any managers or senior officials (ZMNG_TOT>0)]

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

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

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

[If any professional employees (ZPRO_TOT>0)]

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

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

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

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.”
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.”

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.”
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.”

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

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

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) None None of these

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

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) NONE None of these
And, what about managers at this workplace, are they entitled to any of these non-pay terms and conditions?:

PROBE: Which others? UNTIL 'None'.

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

I would now like to ask you about performance appraisals.

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

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

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

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

Range: 1..999997

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

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)

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

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

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

1) Yes
2) No

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

1) Yes
2) No
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)

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

1) Single
2) DiffWork
3) DiffIss

If collective disputes procedure (GPROCEDU=1)

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

1) Pay
2) Redund
3) Org
4) Health
5) Other

If collective disputes procedure (GPROCEDU=1)

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
2) Almost
3) Most
4) Half
5) Some
6) Few
7) None
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
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.

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)}

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) }

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

Has this establishment been picketed during the last 12 months?

1) Yes
2) No

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

1) Yes
2) No
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<sup>^</sup>
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)}

HWARE<sup>**</sup><sup>^</sup>
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 HWAROTH)

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 **HOTHAWOTH**)

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HOTHWRT
Is the employer required to set out in writing to the employee the reason for taking disciplinary action?
INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time? :

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

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

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

{If employees are invited to a disciplinary meeting or hearing (HOTHMTG=1 or 2)}
HOTHACCM*^ In any disciplinary meeting or hearing, who is allowed to accompany an employee?
PROBE: Which others? UNTIL 'None'.

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

{If employees are allowed to be accompanied at hearings or meetings (HOTHACCM<10)}
HOTHCMP1 In the disciplinary meeting, is the employee's companion permitted to do any of the following?

... ask questions on behalf of the employee?

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

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

... answer questions on behalf of the employee?

1) Yes  
2) No  

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

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

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

1) Yes  
2) No  

[If disciplinary procedure (HOTHPROC=1) / If no disciplinary procedure (HOTHPROC=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
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) Disability Disability,
6) Age,
7) Orient Sexual orientation,
8) Union Trade Union membership,
9) Other Other type of discrimination,
10) None Our policy does not specify particular groups

{If equal opportunities policy (IPOLICY=1)}
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)  
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)  
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)  
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)}

IPTGRP**^*
Which of the following groups are NOT allowed to reduce their working hours? PROBE: Which others? UNTIL 'None'.

1) child Employees without young children,
2) care Employees without other caring responsibilities,
3) part Part-time employees,
4) full Full-time employees,
5) manager Managerial employees,
6) nonman Non-managerial employees,
7) short Employees with the establishment for short period of time,
8) perm Employees not on a permanent contract (e.g. fixed term),
9) male Any male employees,
10) other Some other eligibility criteria (please specify IPTGPOTH)
{If any employees have option to work flexitime (IFLEX=5)}

**IFIXELIG**
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)}

**IFIXGRP**
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
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 (DJOIN=2 or (DJOIN=1 and DWHICH#10)
/ If a joint consultative committee dealing with H&S matters (DJOIN=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)}

ICONSULT^* If a health and safety issue arises at this workplace, what steps, if any, do you take to inform and consult with employees? PROBE: How else? UNTIL 'None':

1) NoSteps    No steps,
2) Notice     Newsletters/notice board/e-mail,
3) Manage     Communicate through management chain/cascade,
4) Meetings   Management-staff meetings/consult directly with workforce,
5) Other      Some other answer (please specify ICONSOTH)
**INJURY**

Please look at this card. Have any employees of this establishment sustained any of these types of injury during working hours in the last 12 months? PROBE: Which others? UNTIL 'None'.

1) Bone   Bone fracture,
2) Amputat Amputation,
3) Disloc  Dislocated joint,
4) Sight  Loss of sight (temporary or permanent),
5) Chemic Chemical or hot metal burn to the eye,
6) Peny   Penetrating eye injury,
7) Oxygen Acute illness requiring medical treatment,
8) Other  Any other injury leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours,
9) Noinj  None of these

{If any injuries (INJURY<9) }

**INUMINJ**

During the last 12 months, how many employees in all have sustained any of these types of injury?

Range: 0..9997

**ILLNESS**

In the last 12 months, have any employees suffered from any of the following illnesses, disabilities or other physical problems that were caused or made worse by their work? PROBE: Which others? UNTIL 'None'.:

1) bone  Bone, joint or muscle problems (including back problems and RSI),
2) breath Breathing or lung problems (including asthma),
3) skin   Skin problems,
4) hear   Hearing problems,
5) stress Stress, depression or anxiety,
6) eye    Eye strain,
7) heart  Heart disease/attack, or other circulatory problem,
8) infect Infectious disease (virus, bacteria),
9) NONE  None of these

{If any illnesses (ILLNESS<9) }

**ILLNUM**

How many employees have been absent owing to these problems over the last 12 months?

Range: 1..9997
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)}

JPREEEMP
Are any of these contractors former employees of this establishment (or organisation)?

1) Yes
2) No
If work had been done by employees (JYR5EMP=1)

**JWHYOUT**

Why was this activity or service contracted-out? PROBE: Which others? UNTIL 'None':

1) Cost   Cost savings,
2) Improved   Improved service,
3) Focus Cor   Able to focus more on core business activities,
4) Flexibil   Greater flexibility,
5) Other   Other (please specify JWHYOUOTH)

**JCONIN**

Within the last five years, are there any activities on this card for which you have stopped using independent contractors and now use employees at this establishment? PROBE: Which others? UNTIL 'None':

1) Cleaning   Cleaning of building and premises,
2) Security,
3) Catering,
4) Maintain   Building maintenance,
5) Printing   Printing/photocopying,
6) Payroll   Payroll,
7) Transpor   Transport of documents/goods,
8) Computin   Computing services,
9) Training,
10) Recruit   Recruitment,
11) TempVac   Temporary filling of vacant posts at this workplace,
12) None   None of these

If activities brought in-house (JCONIN<12)

**JWHYIN**

Why (were these activities / was this activity) or service brought in-house? PROBE: Any other reason? UNTIL 'None':

1) Cost   Cost savings,
2) Improved   Improved service,
3) Other   Other (please specify JWHYINO)
You said at the beginning of the interview that (there is one / there are ZAGENCY / there are some) temporary agency staff working here. In which occupational groups are temporary agency staff presently working?

PROBE: Which others? UNTIL 'None'.

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

Is this / Are any of these / Are any of these) temporary agency staff carrying out work which used to be done by permanent employees?

INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

1) yesall Yes - all of them,
2) some Yes - some of them,
3) No

Why are you using temporary agency staff? Please choose from this card.

PROBE: Which others? UNTIL 'None'.:

1) Demand Matching staff to peaks in demand,
2) Absence Short-term cover for staff absence/vacancies,
3) Maternit Cover for maternity leave or annual leave,
4) Unable Unable to fill vacancies,
5) Skills Obtain specialist skills,
6) Freeze Freeze on permanent staff numbers,
7) Other Other (please specify JWHYTEOTH)
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"

(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

Why are you using fixed-term contracts? Please choose from this card.
PROBE: Which others? UNTIL 'None'.:

1) Spur Spur to improved performance,
2) Skills Obtain specialist skills,
3) Trial As a trial for a permanent job,
4) Freeze Freeze on permanent staff numbers,
5) Temp Temporary increase in demand,
6) Cover To cover for maternity leave/long-term absence,
7) Other Some other reason (please specify JWHYFIOTH)
JHOMWRK
Do any employees at this establishment ever work from home during normal working hours?:

1) Yes
2) No

{If any employees work at home (JHOMWRK=1) }
JALLHOM*
What proportion of employees at this establishment, if any, spend all or almost all of their working hours working from home?:

1) Half Half or more (50%+),
2) MoreQuar A quarter up to a half (25-49%),
3) LessQuar Up to a quarter (10-24%),
4) Small A small proportion (5-9%),
5) Hardly Hardly any (Less than 5%),
6) None None (0%)

JNEMPHM
Are there any people who do work for this establishment at or from their own homes, but are not your employees?

1) Yes
2) No

JWRKFREE
Are there any people presently working for this establishment on a freelance basis?

1) Yes
2) No

JOBSEC*^ Is there a policy of guaranteed job security or no-compulsory redundancies for any of these groups at this workplace? PROBE: Which others? UNTIL 'None':

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

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"
{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
JEFFECT
Were the redundancy proposals withdrawn as a direct result of the consultation process?

1) Yes
2) No

JUHOURS*
I now want to ask you about working hours at this workplace.

Which of the following describes the usual operating days of this workplace?
INTERVIEWER: This question relates to just the DAYS of opening, NOT the hours. :

1) regul Monday to Friday,
2) sixd Six days a week,
3) seven Seven days a week,
4) other Other (please specify JUHOTH)

JTIME
And are the usual operating hours of this workplace ...READ OUT?
INTERVIEWER: If shorter hours on one day of the week record as the hours worked most days. :

1) allhrs ... 24 hours a day,,
2) usual ... any time between 8am and 6.30pm,,
3) other or is this workplace usually open some other time?

JSTIME
At what time does this workplace usually open for business? :TIME

JCLTIME
At what time does this workplace usually close for business? :TIME
JOVERTIM*
What proportion of [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] at this establishment, if any, regularly work overtime or hours in excess of the normal working week - whether paid or unpaid?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

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

[If giving exact number]

JOVERTIT
(How many [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] at this establishment, if any, regularly work overtime or hours in excess of the normal working week-whether paid or unpaid?)
ENTER NUMBER
Range :1..999997

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

JEXHMAN*
Over the past 12 months, what proportion of managerial employees have worked regularly in excess of 48 hours per week?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question):

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number
JEXHMANT
(Over the past 12 months, how many managerial employees have worked regularly in excess of 48 hours per week?)
ENTER NUMBER

Range :1..999997

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

JEXHNMAN*
Over the past 12 months, what proportion of non-managerial employees have worked regularly in excess of 48 hours per week?
INTERVIEWER: If respondent gives an answer as an exact number you can code “97” here and record the number at the next question):

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

JEXHNMT
(Over the past 12 months, how many non-managerial employees have worked regularly in excess of 48 hours per week?)

Range :1..999997

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

JTIMEARR**
Do you have any of the following working time arrangements for any employees at this workplace?

1) Shift Shift working,
2) Annualis Annualised hours,
3) Zero Zero-hours contracts,
4) NONE None of these
I would now like to ask some questions about the external environment in which this workplace operates. Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

1) Consumer We provide goods or services to the general public,
2) Company We provide goods or services to other organisations

NORF,NODK

Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

1) Consumer We provide goods or services to the general public,
2) Company We provide goods or services to other organisations,
3) ownco We provide goods or services to other parts of our organisation,
4) NONE This is an administrative office only for our organisation

NORF,NODK

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

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) 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
Does this establishment face competition from overseas-based suppliers (for its main product or service)?

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

1) Lot  Yes, a lot,
2) Little Yes, a little,
3) No

What is your company’s UK market share for your (main) product or service?

PROMPT: Market share is the total value of your company’s goods or services as a proportion of all UK sales:

1) Five Less than 5%,
2) Ten 5-10%,
3) TwenFive 11-25%,
4) Fifty 26-50%,
5) More More than 50%

Looking at this list, which of these statements best describes the current state of the market in which you operate (for your main product or service)?:

1) Growing The market is growing,
2) Mature The market is mature,
3) Decline The market is declining,
4) Turbul The market is turbulent

About what proportion of this establishment’s (sales revenue / operating costs) is accounted for by wages, salaries and other labour costs like pensions and national insurance?:

1) TwenFive Less than 25%,
2) Fifty 25% - 49%,
3) SeveFive 50% - 74%,
4) More 75% or more

I would now like to ask you about the importance of certain factors to the competitive success of your main product or service.
If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))

**KPRICE***
Looking at the scale on this card, to what extent would you say that the demand for your (main) product or service depends upon offering lower prices than your competitors?

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<tr>
<td>Demand does not depend at all on price</td>
<td>Demand depends heavily on offering lower prices</td>
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If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))

**KQUAL***
To what extent would you say that the demand for your (main) product or service depends upon you offering better quality than your competitors?

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</tr>
</thead>
<tbody>
<tr>
<td>Demand does not depend at all on quality</td>
<td>Demand depends heavily on superior quality</td>
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</tbody>
</table>

If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))

**KRANK**
Aside from price and quality, what two factors are most important to the competitive success of your (main) product or service? INTERVIEWER: Please code up to TWO responses.

1) comp  Offering a complex product or highly-skilled service,
2) range  Offering a product or service with unique features,
3) newp  Developing new products or services,
4) cust  Customising to meet the needs of particular customers,
5) timed  Maximising availability or minimising delivery times,
6) afters  Offering a high level of customer service,
7) other  Other (please specify KRANOTH)
[If trading sector and trading externally with other organisations (KACTVS=2 or KACTIVM=2)]

**KREQUEST**

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, not required to give any information,
1) pay Rates of pay,
2) hors Working hours,
3) hols Holiday entitlements,
4) pens Pension entitlements,
5) train Training provision,
6) griev Grievance or disciplinary procedures,
7) equal Equal opportunities,
8) health Health and safety,
9) other Other (please specify KREQUEST)

**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)]

**KWORKPLACE**

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/ supervisors monitor quality,
2) Inspector Inspectors in a separate department/ section monitor quality,
3) Invidual Individual employees monitor quality,
4) Records Keep records on level of faults, complaints,
5) Surveys Customer surveys,
6) Other Some other way (please specify KHOWMOTH),
7) NONE None, quality not monitored
KRECPER**
Are any of the following records kept for this establishment?
PROBE: Which others? UNTIL 'None'.

1) Sales Sales/Fees/Budget,
2) Costs,
3) Profits,
4) Labcost Labour costs,
5) Product Productivity,
6) Quality Quality of product or service,
7) Labour Labour turnover,
8) Absent Absenteeism,
9) Work Workforce training,
10) None None of these

KTARGET**
Does the establishment have targets for any of the following?
PROBE: Which others? UNTIL 'None'.:

1) Sales Volume of sales/services provided,
2) Costs Total costs,
3) Profits Profits/return on investment,
4) Lacost Unit labour costs,
5) Product Productivity,
6) Quality Quality of product or service,
7) Labour Labour turnover,
8) Absent Absenteeism,
9) Work Workforce training,
10) JSat Employee job satisfaction,
11) Clsat Customer/client satisfaction,
12) None None of these
And which, if any, of these targets are set at a higher level in your organisation?

INTERVIEWER: What others?

1) Sales  Volume of sales/services provided,
2) Costs  Total costs,
3) Profits  Profits/return on investment,
4) Lacost  Unit labour costs,
5) Product  Productivity,
6) Quality  Quality of product or service,
7) Labour  Labour turnover,
8) Absent  Absenteeism,
9) Work  Workforce training,
10) JSat  Employee job satisfaction,
11) Clsat  Customer/client satisfaction,
12) None  None of these

SOFT CHECK if response not already given at KTARGET: “This code is invalid. Please check and re-select”.

Are any of the targets set in consultation with employees or their representatives?

1) Yes  Yes, set in consultation,
2) No  No consultation

Are employees or their representatives informed of the targets?

1) Yes  Yes informed,
2) NotInf  Not informed

I’d now like to ask you about benchmarking. By this I mean examining the way things are done at other workplaces and comparing them with this establishment. Over the past two years, has this establishment benchmarked itself against any other workplaces?

1) Yes
2) No
Has this establishment benchmarked against other establishments in your industry?

1) Yes
2) No

Has this establishment benchmarked against other establishments in your organisation?

1) Yes
2) No

Has this establishment benchmarked against establishments which are located overseas?

1) Yes
2) No

I now want to ask you how your workplace is currently performing. Looking at this card, which of these measures corresponds most closely to your interpretation of financial performance?:

1) Profit
2) Value
3) Sales
4) Fees,
5) Budget,
6) Costs
7) Expend,
8) Share
9) Other (Please specify KPERFIOTH)

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) NoComp No comparison possible,
7) NotAvail Relevant data not available

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) NoComp No comparison possible,
7) NotAvail Relevant data not available

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) NoComp No comparison possible,
7) NotAvail Relevant data not available
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.

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

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

Looking at this card, what type of involvement did trade unions at this workplace have in introducing and implementing this change? :

1) Decid They decided,
2) Negoti They negotiated,
3) Consult They were consulted,
4) Inform They were informed,
5) Nolnv No involvement
LTYPINV2*
What type of involvement did (the) [NAME OF THE COMMITTEE GIVEN AT D1COMM] have in introducing and implementing this change?

1) Decid   They decided,
2) Negoti They negotiated,
3) Consult They were consulted,
4) Inform  They were informed,
5) NoInv   No involvement

LTYPINV3*
What type of involvement did the employees likely to be affected have in introducing and implementing this change?

1) Decid   They decided,
2) Negoti They negotiated,
3) Consult They were consulted,
4) Inform  They were informed,
5) NoInv   No involvement
MRELATE*
Finally, looking at this scale, how would you rate the relationship between management and employees generally at this workplace?

1) Vgood Very good,
2) Good,
3) Neither Neither good nor poor,
4) Poor,
5) Vpoor Very poor

MLINKDAT
It is sometimes possible to link the data we have collected from you with other surveys or datasets, to which we have authorised access. Would you be content for us to do this, as it can provide us with the potential for further analysis?
In doing this, we assure you that your confidentiality will be respected and the linked data will be anonymised and used for statistical and analytical purposes only, with only authorised researchers having access to the linked data.

1) Yes
2) No

MNEXTIME
The DTI will send you a copy of the main findings from the survey in February 2005, about six months after all the interviews have been completed. If the DTI wished to contact you again for any further information, would you be willing to be contacted?

1) Yes
2) No
Workplace Employment Relations Survey 2004

Cross-Section Worker Rep Questionnaire (WRQ)

Published: December 2004

WERS Sponsors:
Department of Trade and Industry (DTI)
Advisory, Conciliation and Arbitration Service (ACAS)
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Fieldwork contractor:
National Centre for Social Research
Key to using this document

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

{If gone down (WBRECHAN=2)}

WBWHYDO**^  
How did this decrease in union membership come about?  
PROBE: How else? UNTIL 'None'.  
CODE ALL THAT APPLY.

1) memleft  Union members left the workplace  
2) leftun   Employees working here left the union  
3) empxp    Employment has expanded in areas not organised by this union  
4) newemps  New employees have not wanted to join this union  
5) other    Some other reason (please specify OTHWHDO)

The first line "[If gone down (WBRECHAN=2)]" 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. "WBWHYDO") 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 ‘Training’ option on WBCOMIT - this is because ‘Training’ 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 [D1COMM FROM MQ] in WAWREPSE below, 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.

\{If non-union JCC rep (WAREPTYP=3) / If stand-alone non-union representative (WAREPTYP=4)\}

**WAWREPSE**

Are you the most senior (employee representative on [D1COMM FROM MQ]/ non-union employee representative) at this establishment?

1) Yes
2) No

Where there is a forward slash ("/") this indicates that there are two ways in which the question could be asked. If the respondent is a non-union JCC rep, the respondent will be asked, `Are you the most senior employee representative on [D1COMM FROM MQ] at this establishment?`, whereas a stand-alone non-union rep will be asked “Are you the most senior non-union employee representative at this establishment?”.
WAREPTYP
INTERVIEWER: Is the respondent a representative of the largest recognised trade union, the largest non-recognised trade union, an employee representative on [D1COMM FROM MQ] or a stand-alone non-union employee representative?

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

NORF,NODK

{If union rep (WAREPTYP = 1 or 2)}
WUNION To which trade union do you belong?: OPEN

{If union rep (WAREPTYP = 1 or 2)}
WAREPSEN Are you the most senior representative of your trade union at this establishment?

1) Yes
2) No

{If not the most senior rep (WAREPSEN=2)}
WAUREPCH INTERVIEWER: YOUR RESPONDENT SHOULD BE THE MOST SENIOR REPRESENTATIVE OF THE UNION. IF THIS IS NOT SO, ESTABLISH THE REASON FOR HIS/HER BEING THE RESPONDENT AND GIVE FULL INFORMATION.

For what reason was the senior representative not available?

{If non-union JCC rep (WAREPTYP=3) / If stand-alone non-union representative (WAREPTYP=4)}
WAWREPSE Are you the most senior (employee representative on [D1COMM FROM MQ] / non-union employee representative) at this establishment?

1) Yes
2) No
[If not most senior representative (WAWREPSE=2)]

**WAWREPC**

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

For what reason was the senior representative not available?

**WAREPSOC**

Can you tell me which of the groups of occupations listed on this card best describes what you do at this establishment?

1) **Managers & senior officials**
   - e.g. general manager, marketing/sales manager, director of nursing, works manager, bank manager

2) **Professional occupations**
   - e.g. teacher, lecturer, lawyer, librarian, engineer, architect, doctor, accountant, social worker, computer programmer

3) **Associate professional & technical occupations**
   - e.g. technician, nurse, musician, building inspector, insurance underwriter, computer operator

4) **Administrative & secretarial occupations**
   - e.g. typist, secretary, civil service and local government clerical officer, bank clerk

5) **Skilled trades occupations**
   - e.g. tool maker, electrician, fitter, motor mechanic, sewing machinist, printer, carpenter, baker

6) **Caring, leisure and other personal service occupations**
   - e.g. care assistants, child carers, assistant auxiliary nurses, travel agents, hairdressers, domestic staff and undertakers

7) **Sales and customer service occupations**
   - e.g. till operator, sales assistant, sales representative, petrol pump attendant

8) **Process, plant and machine operatives and drivers**
   - e.g. assembly line worker, packer, truck driver, taxi or bus driver

9) **Routine unskilled occupations**
   - e.g. cleaner, postal worker, shelf filler, kitchen hand, porter, builders labourer, postal clerk

**WAHOURS**

How many hours do you usually work in your job each week?

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

Range : 1..80

**WAFULLTI**

Are you a full-time (union / employee) representative?

1) Yes
2) No
Are you a member of a trade union or staff association?

1) Yes
2) No

To which trade union do you belong?: OPEN

Do you hold any official position in your union either at district, regional or national level?

1) Yes
2) No

How many years in total have you been (a union / an employee) representative while working at this establishment?
INTERVIEWER NOTE: ALL POSITIONS, NOT JUST CURRENT ONE

Range: 0..60

And how many years in total have you been working at this establishment?

Range: 0..60
In the last 12 months, which of these issues have you spent any time on in your job as
(a union representative / an employee representative)?
PROBE: Which others UNTIL 'None'.
CODE ALL THAT APPLY.

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

Note: In version 1 of CAPI program, the textfill for WAPROTW was not set. This error was identified and corrected in the early stages of fieldwork on 1/04/04.

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

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

On average, how many hours per week do you spend on representative activities, including both time spent at the workplace and at or from home?

Range: 1..100
Would you say you work ... READ OUT

1) less1hr less than 1 hour,
2) less2hr 1 to less than 2 hours,
3) less5hr 2 to less than 5 hours,
4) less10hr 5 to less than 10 hours,
5) more10hr more than 10 hours per week?

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

1) Yes
2) No

Are you a designated Union Learning Rep?
INTERVIEWER NOTE: These are union representatives with specific responsibility for promoting training or learning among employees.

1) Yes
2) No

Note: In version 1 of CAPI program, WEULR was not asked. This error was identified and corrected in the early stages of fieldwork on 1/04/04.
SECTION B  STRUCTURE OF REPRESENTATION AT WORKPLACE:
UNION REPRESENTATIVES

[If non-union JCC rep is a union member (WAREPTYP=3 and WAWREPUN=1)]
**WBUNONLY**
You mentioned earlier that you are a member of a trade union or staff association. In your role as an employee representative at this establishment, do you represent the members of that trade union or staff association, or is your role as a representative not related to your union membership?

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

If WBUNONLY=1, the JCC rep is treated as a union representative in the routing for Sections B and C.

[If union representative ((WAREPTYP=1 or 2) or WBUNONLY=1)]
**WBINTRO**
I now want to ask you about the structure of representation at this workplace.

[If union representative ((WAREPTYP=1 or 2) or WBUNONLY=1)]
**WBPROPME**
I understand that there are at present [ZALLEMPS from MQ] employees at this workplace.
How many of these employees are members of your trade union / staff association?

Range: 1..99999

[If don't know number of union members (WBPROPME=DK)]
**WBPORPCC**
Approximately what proportion of these employees are members of your trade union or staff association?
INTERVIEWER: Enter percentage

Range: 1..100

[If union representative (((WAREPTYP=1 or 2) or WBUNONLY=1))]
**WBRECHAN**
Has the proportion of employees that are members of your union or staff association gone up, down or stayed the same over the last 2 years?

1) up  Gone up
2) down  Gone down
3) same  Stayed the same
[If proportion has gone down (WBRECHAN=2)]

**WBWHYDO**

How did this decrease in union membership come about?

PROBE: How else? UNTIL 'None'.

CODE ALL THAT APPLY.

6) memleft Union members left the workplace
7) leftun Employees working here left the union
8) empexp Employment has expanded in areas not organised by this union
9) newemps New employees have not wanted to join this union
10) other Some other reason (please specify OTHWHDO)

[If proportion has gone up (WBRECHAN=1)]

**WBWHYUP**

How did this increase in union membership come about?

PROBE: How else? UNTIL 'None'.

CODE ALL THAT APPLY.

1) newjoin New employees have joined this union
2) exisjoin Employees already working here have joined the union
3) empcontr Employment has contracted in areas not organised by this union
4) nonmleft Non-members left the workplace
5) other Some other reason (please specify OTHWHUP)

[If union representative and density less than 100% (((WAREPTYP=1 or 2) or WBUNONLY=1) and (WBPROPME<MQ.ZALLEMPS or WBPROPPC<100))]

**WBSOCME**

In which of the following occupations are there employees at this establishment that

WUNION represents?

PROBE: Which others UNTIL 'None'.

CODE ALL THAT APPLY.

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 union representative and density less than 100% and more than one union present at the workplace (((WAREPTYP=1 or 2) or WBUNONLY=1) and (WBPROPME<MQ.ZALLEMPS or WBPROPPC<100) and EUNIONUM>1)}

**WBREPOTH**

Do you represent employees who are members of a union other than (the)

[WUNION / WOTHRUN]?

1) Yes
2) No
Do you represent employees who are not members of a union?

1) Yes
2) no

What proportion of your union's members at this workplace are women?

1) All (100%)
2) Almost all (80-99%)
3) Most (60-79%)
4) Half (40-59%)
5) Some (20-39%)
6) Few (1-19%)
7) None (0%)

What proportion of your union's members at this workplace are part-time employees?

INTERVIEWER: Part-time employees are those working less than 30 hours per week.

1) All (100%)
2) Almost all (80-99%)
3) Most (60-79%)
4) Half (40-59%)
5) Some (20-39%)
6) Few (1-19%)
7) None (0%)

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

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

1) Yes
2) no
[If no elections (WBELECT=2)]

**WBSELEC**
Who selected you to be a union representative at this workplace?
PROBE: Who else? UNTIL 'None'.
CODE ALL THAT APPLY.

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

[If union representative (WAREPTYP=1 or 2) or WBUNONLY=1]

**WBNUMREP**
Are there any other worker representatives from (the) [WUNION/WOTHRUN] at this workplace - apart from any concerned exclusively with Health and Safety?

1) Yes
2) No

[If other trade union representatives (WNUMREP=1)]

**WBREPNUM**
How many other worker representatives are there?
INTERVIEWER: Please exclude from this any representatives concerned exclusively with Health and Safety.
Range: 1..96

[If union representative and more than one union present (WAREPTYP=1 or 2) or WBUNONLY=1 and MQ.EUNIONUM>1)]

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

1) Yes
2) No

[If any reps of other unions (WBOTHREP=1)]

**WBJTMEET**
Excluding meetings where management are present, do you have meetings with these representatives of other unions to discuss issues concerned with this establishment?
INTERVIEWER: If asked, these are meetings where management is not present, only union representatives are present.

1) Yes
2) No
[If any reps of other unions (WBOTHREP=1)]

**WBUNREL**

How would you rate your relationship with these representatives of other unions?

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

[If union representative ((WAREPTYP=1 or 2) or WBUNONLY=1)]

**WBNUREP**

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

1) Yes
2) No

[If any non-union representatives (WBNUREP=1)]

**WBNUMEET**

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

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

1) Yes
2) No

[If any non-union representatives (WBNUREP=1)]

**WBEEREL**

How would you rate your relationship with these non-union employee representatives?

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

[If trade union representative (WAREPTYP=1 or 2)]

**WBMAMEET**

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

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

1) Yes
2) No
{If regular, planned meetings (WBMAMEET=1)}

**WBMAOFT**

How often do these meetings take place?

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

{If regular, planned meetings and reps of other unions at workplace (WBMAMEET=1 and WBOTHREP=1)}

**WBMAUN**

Do representatives of other unions at this workplace attend these meetings?

1) Yes
2) No

{If regular, planned meetings and non-union reps at workplace (WBMAMEET=1 and WBNUREP=1)}

**WBMANU**

Do non-union employee representatives at this workplace attend these meetings?

1) Yes
2) No

{If regular, planned meetings (WBMAMEET=1)}

**WBCOMIT**

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

PROBE: What else? UNTIL 'None'.

CODE ALL THAT APPLY.

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 OTHWBCOM)
[If regular, planned meetings (WBMAMEET=1)]

**WBMAININFO**

Does management usually give representatives all the information they need before the commencement of these meetings?

1) Yes
2) No

[If meetings and more than one union rep (WBMAMEET=1 & WBNUMREP=1) / If meetings but only one union rep (WBMAMEET=1 and WBNUMREP~1) / If no meetings and more than one union rep (WBMAMEET=2 & WBNUMREP=1)/ If no meetings but only one union rep (WBMAMEET=2 & WBNUMREP~1)]

**WBJCC**

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

1. Yes
2. No

[If sits on consultative committee (WBJCC=1)]

**WBCOMB**

Looking at the following list, which issues are discussed by these committee(s)? PROBE: What else? UNTIL 'None'. CODE ALL THAT APPLY.

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 OTHCOMB)
If sits on consultative committee (WBJCC=1)

WBPROCES*

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

Do managers …

1) … seek solutions to problems
2) … seek feedback on a range of options put forward by management
3) … seek feedback on a preferred option put forward by management

If trade union representative (WAREPTYP=1 or 2)

WBMANCON

During the last 12 months, apart from meetings of a formal negotiating or consultative committee, how often have you had contact with management here above supervisor level to discuss matters affecting the employees you represent?

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

If any contact (WBMANCON<=6)

WBINDIV

In general, are these discussions likely to focus on issues affecting individual employees or issues affecting groups of employees?

1) ind Individual employees
2) group Groups of employees

If trade union representative (WAREPTYP=1 or 2)

WWHOMAP^*

In practice, who would you normally approach to discuss a matter that affects the employees you represent?

PROBE: Who else? UNTIL 'None'.
CODE ALL THAT APPLY.

1) owner Owner or proprietor
2) senior Most senior manager at workplace
3) hr Employee relations / human resources / personnel manager
4) superv Your supervisor or manager / supervisor of the affected employee
5) other Other (please specify OTWWHOM)
I now want to ask about the structure of employee representation at this workplace.

You sit on [D1COMM FROM MQ], is that correct?

1) Yes
2) No

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

How many other employee representatives sit on the committee?

Range: 0..96

How often does [WCJCCNAM / D1COMM FROM MQ] meet? :

1) (once\text{\textmu}m) Once a month, or more often
2) once\text{\textmu}3m Less often, but at least once every 3 months
3) once\text{\textmu}6m Less often, but at least every 6 months
4) once\text{\texty} Less often, but at least once a year
5) less\text{\texty} Less than once a year
Looking at the following list, which issues are discussed by this committee? 

PROBE: What else? UNTIL 'None'. 
CODE ALL THAT APPLY.

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 OTHWCCOM)

How influential are employees or their representatives over the types of issues discussed on this committee?

1) veryinf   Very influential
2) fairinf    Fairly influential
3) notvinf   Not very influential
4) notinf    Not at all influential

Are employee members able to use their position on this committee to block managerial initiatives?

1) Yes
2) No

Does management usually give representatives all the information they need before the commencement of the committee meetings?

1) always   Always
2) most     Most of the time
3) some     Sometimes
4) never    Never
Which of the following best describes managers' usual approach when consulting members of the committee?

Do managers …

1) … seek solutions to problems
2) … seek feedback on a range of options put forward by management
3) … seek feedback on a preferred option put forward by management

Are there any (representatives of other unions/ union representatives) at this workplace?

1) Yes
2) No

Note: In versions 1 and 2 of the CAPI program, the textfill for WCUREPA was empty if WAREPTYP=3 and WAWREPUN=2. This error was identified and corrected on 21/07/04, approximately one-third of the way through WRQ fieldwork.

Do any of these union representatives sit on [WCJCCNAM / D1COMM FROM MQ]??

1) Yes
2) No

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

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

1) Yes
2) No
[If any union reps at the workplace (WCUREPA=1)]

**WCURELA**

How would you rate your relationship with these union representatives?

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

[If stand-alone non-union rep (WAREPTYP=4)]

**WCNUOTH**

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

1) Yes
2) No

[If any other non-union reps at the workplace (WCNUOTH=1)]

**WCNUNUN**

How many other non-union representatives are there?

Range: 1..96

[If stand-alone non-union rep (WAREPTYP=4)]

**WCUREPB**

Are there any union representatives at this workplace?

1) Yes
2) No

[If any union reps at this workplace (WCUREPB=1)]

**WCUMEETB**

Excluding meetings where management are present, do you have meetings with these union representatives to discuss issues concerned with this establishment? INTERVIEWER: If asked, these are meetings where management is not present, only employee representatives are present).

1) Yes
2) No

[If any union reps at this workplace (WCUREPB=1)]

**WCURELB**

How would you rate your relationship with these union representatives?

1) vgood  Very good
2) good    Good
3) neither Neither good nor poor
4) poor    Poor
5) vpoor   Very poor
If stand-alone non-union rep (WAREPTYP=4)

**WCNUMEET**
Do you have regular, planned meetings with managers at this workplace in which managers negotiate with you or consult you over issues concerned with this establishment?
INTERVIEWER: These may be called Negotiating Meetings or meetings of a Negotiation or Consultation Committee

1) Yes
2) No

If regular, planned meetings (WCNUMEET=1)

**WCNUOFT**
How often do these meetings take place?

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

If regular, planned meetings and union reps (WCNUMEET=1 and WCUREPB=1)

**WCUATT**
Do any of the union representatives attend these meetings?

1) Yes
2) No

If regular, planned meetings (WCNUMEET=1)

**WCNUCOMI**
Looking at the following list, which issues are discussed at these meetings?
PROBE: What else? UNTIL 'None'.
CODE ALL THAT APPLY.

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 OTWCNUCO)
[If regular, planned meetings (WCNUMEET=1)]

**WCNUINFO**

Does management usually give representatives all the information they need before the commencement of these meetings?

1) Yes
2) No

[If non-union rep (WAREPTYP=3 or 4)]

**WCMANCON**

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

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

[If any contact (WCMANCON<=6)]

**WCINDIV**

In general, is such contact more likely to relate to issues affecting individual employees or issues affecting groups of employees?

1) ind Individual employees
2) group Groups of employees

[If non-union rep (WAREPTYP=3 or 4)]

**WCWHOMAP**

In practice, who would you normally approach to discuss a matter that affects the employees you represent?

PROBE: Who else? UNTIL 'None'.
CODE ALL THAT APPLY.

1) owner Owner or proprietor
2) senior Most senior manager at workplace
3) hr Employee relations / human resources / personnel manager
4) superv Your supervisor or manager / supervisor of the affected employee
5) other Other (please specify OTWCWHOM)

[If non-union rep ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4)]

**WCPROPME**

I understand that there are at present [ZALLEMPS from MQ] employees at this workplace. How many of the employees at this establishment do you represent in your role as an employee representative?

Range: 1..99999
{If don't know number of employees represented (WCPROPME=DK)}

**WCPROPPC**

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

INTERVIEWER: Please enter percentage.

Range: 1..100

{If non-union rep and less than 100% representation ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4) and (WCPROPME<MQ.ZALLEMPS or WCPROPPC<100)}

**WCSOCME**

In which of the following occupations at this establishment are there employees that you represent?

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

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 non-union rep and less than 100% representation ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4) and (WCPROPME<MQ.ZALLEMPS or WCPROPPC<100)}

**WCPROPFE**

What proportion of the employees you represent at this workplace are women?

1) All All (100%)
2) Almost Almost all (80-99%)
3) Most Most (60-79%)
4) Half Around half (40-59%)
5) Some Some (20-39%)
6) Few Just a few (1-19%)
7) None None (0%)
[If non-union rep and less than 100% representation ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4) and (WCPROPME<MQ.ZALLEMPS or WCPROPPC<100)]

**WCPROPPA**

What proportion of the employees you represent at this workplace are part-time employees?

INSTRUCTION: Part-time employees are those working less than 30 hours per week.

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

[If non-union rep and less than 100% representation ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4) and (WCPROPME<MQ.ZALLEMPS or WCPROPPC<100)]

**WCREPNUN**

Do you represent employees who are members of a union?

1) Yes
2) No

[If non-union rep ((WAREPTYP=3 and (WAREPUN=2 or WBUNONLY=2)) or WAREPTYP=4)]

**WCHOWREP**

I now want to ask you about your appointment as a representative. Was an election held among employees to appoint you as a representative?

1) Yes
2) No

[If not elected (WCHOWREP=2)]

**WCSELREP**

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

PROBE: Anyone else? UNTIL 'None'.

CODE ALL THAT APPLY.

1) emps Employees
2) comrep Existing committee representatives
3) manage Managers
4) none No selection - volunteered
5) other Other answer (please specify OTHWCHOW)
DINTRO
I now want to ask you about how pay is determined at this workplace

{If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)}

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

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

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

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

**WDINVORE**
I want you to think about the last pay settlement or review of the employees you represent.

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

1) Yes
2) No

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

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

PROBE: Anyone else? UNTIL 'None'.
CODE ALL THAT APPLY.

0) nopart No other parties
1) layrep Other lay representatives of **WUNION**
2) ftoff Full-time officials of **WUNION**
3) layrepou Lay representatives of other unions
4) ftoffou Full-time officials of other unions
5) nonurep Non-union employee representatives
Were any of the following involved in determining or negotiating pay for the employees you represent at this establishment? PROBE: Anyone else? UNTIL 'None'. CODE ALL THAT APPLY.

0) nopart No other parties
1) unrep Union representatives or shop stewards
2) union Union full-time officials
3) nonurep Non-union employee representatives

Did management consult or negotiate with employee representatives?

1) consult Consult
2) negotiate Negotiate

Did this consultation take place through a consultative committee, through informal discussions or a mixture of both? / Did these negotiations take place through a negotiation committee, through informal discussions or a mixture of both?

1) committ Consultation / negotiation committee
2) inform Informal discussions
3) both Both

Did you or any other employee representatives consult with the employees you represent before the start of the consultation process? / Did you or any other employee representatives consult with the employees you represent before the start of the negotiations?

1) Yes
2) No
[If respondent or any other employee representatives involved in negotiation (WDCONONE=2)]

WDINFORE
Was any information requested from management before the commencement of pay bargaining?

1) Yes
2) No

[If request (WDLASTRE=1)]

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

INTERVIEWER: If 'YES' - is that all the information that was asked for or only some?

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

[If respondent or any other employee representatives involved in negotiation (WDCONONE=2)]

WDASKMEM
Before the outcome of the pay negotiations was agreed upon, were your members asked whether they wanted to accept the pay offer?

1) Yes
2) No

[If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)]

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

Note :In Versions 1-3 of the CAPI program, the textfill in WDHOURS – WDPERFAP took the value “union representatives”, irrespective of whether the question was being asked of a union rep or a non-union rep. This error was identified and corrected on 1/11/04, approximately half-way through WRQ fieldwork.

[If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)]

WDHOURS*
Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over

... hours of work?

1) Negotiates
2) Consults,
3) Informs,
4) Not inform
(If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4))

WDHOL*
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... holiday entitlements?

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

(WDPEN*)
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... pension entitlements?

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

(WDRECRUI*)
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... recruitment or selection of employees?

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

(WDTRAINI*)
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... training of employees?

1) Negotiates
2) Consults
3) Informs
4) Not inform
If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)

WDDISCIP*
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... disciplinary procedures?

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

WDGRIEV*
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... grievance procedures?

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

WDMANPLA*
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... staffing plans?

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

WDEQUOPP*
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... equal opportunities?

1) Negotiates
2) Consults
3) Informs
4) Not inform
[If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)]

**WDHEASAF**
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... health and safety?

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

[If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)]

**WDPERFAP**
(Does management normally negotiate with (union representatives / employee representatives), consult them, inform them or not involve them at all over)

... performance appraisals?

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

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

... internal investment plans?

1) Yes
2) No

**WDFIN**
(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 (MQ.ASINGLE=1 or 3)}

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

... the financial position of the whole organisation?

1) Yes
2) no
WDSTAFF
(Does management regularly give employees, or their representatives, any
information about ...)

... staffing plans?

1) Yes
2) no
SECTION E  ROLE OF EMPLOYEE REPRESENTATIVES

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

Computed textfill:
If union rep with no colleagues ((WAREPTYP=1 or 2) and WBNUMREP=2)
   EFILL01="you"
ELSE if union rep has colleagues ((WAREPTYP=1 or 2) and WBNUMREP=1)
   EFILL01="you or other representatives of your union"
ELSE if non-union rep with no colleagues ((WAREPTYP=3 and WCJCCNUM=0) or
   (WAREPTYP=4 and WCNUOTH=2)
   EFILL01="you"
ELSE if non-union rep with colleagues ((WAREPTYP=3 and WCJCCNUM≠0) or
   (WAREPTYP=4 and WCNUOTH=2)
   EFILL01="you or other employee representatives"
END IF

WEGENMEE
In the last 12 months how often have [EFILL01: you / you or other representatives of your union / you / you or other employee representatives] called a general meeting with the employees that you represent at this workplace?

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

{If general meeting in last 12 months (WEGENMEE<=4)}

WEOFTMEE*
How often were these meetings held during work time?

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

{If meetings held during work time (WEOFTMEE<4)}

WEOFFMEE
Are employees generally given time off work to attend such meetings?

1) Yes
2) No
Besides meetings, how else do you communicate with the employees you represent? PROBE: Which other ways UNTIL 'None'. CODE ALL THAT APPLY.

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

Looking at this card, can you tell me whether management provides any of these facilities for [EFILL01: you / you or other representatives of your union / you / you or other employee representatives] to use as part of your representative duties at this workplace? PROBE: Which others? UNTIL 'None'. CODE ALL THAT APPLY.

1) (tel A telephone  
2) repoffic An office specifically for representative duties  
3) othoffic An office that is also used for other purposes  
4) meet Use of rooms for meetings  
5) photo Use of a photocopier  
6) comp Use of a computer  
7) email Use of e-mail  
8) intranet Space on the company intranet  
9) other Some other facility (please specify WEOTHFA)  
10) none No facilities

Have [EFILL01: you / you or any of the representatives of your union / you / you or any other employee representatives] received training or instruction for (your / their) job as an employee representative during the last 12 months?

1) Yes  
2) No
{If any training (WETRAINI=1)}

**WHATRA**

What types of training courses were these?  
PROBE: Which others? UNTIL 'None'.  
CODE ALL THAT APPLY.

1) health  Health and safety  
2) negot  Negotiating / collective bargaining / pay  
3) induc  Rep's induction course  
4) recruit  Trade union recruitment  
5) emplaw  Employment law  
6) othtuact  Some other course related to trade union activities (please specify)

{If any training (WETRAINI=1)}

**MANPAI**

Was the time to attend any of these courses paid for by management?  
INTERVIEWER IF YES: All of the time or some of the time.

1) none  None of the courses in work time  
2) yesall  Yes - all of the time  
3) yessome  Yes - some of the time  
4) no  No - no time paid for by management

{If any training (WETRAINI=1)}

**ORG**

Who delivered the training courses?  
PROBE: Who else? UNTIL 'None'.  
CODE ALL THAT APPLY.

1) thisorg  This organisation  
2) union  ^SECTA.WUNION  
3) othtu  Another trade union  
4) tuc  TUC / General Federation of Trade Unions  
5) acas  ACAS  
6) othext  Other external training provider

{If no training (WETRAINI =2) }  

**EVTRAI**

Have [EFILL01: you / you or any other representatives of your union / you / you or any other employee representatives] ever received any training or instruction for (your / their) job as an employee representative at this workplace?

1) Yes  
2) No
I’d now like to ask you about your level of agreement or disagreement with a series of statements which relate to management's attitude towards (union / employee) representatives at this workplace. First ...

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

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

(At this workplace) ... management values the opinions of (union / employee) representatives.

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

(At this workplace) ... management only shares information with (union / employee) representatives when they request it.

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

(At this workplace) ... management is supportive of the role played by (union / employee) representatives.

1) StAgree Strongly agree
2) Agree,
3) Neither Neither agree nor disagree
4) Disagree,
5) StDisag Strongly disagree
FINTRO
I would now like to ask you a series of questions about disputes involving groups of workers which might arise at this workplace and how they are resolved.

WFFORMPR
Are there any formal procedures for dealing with collective disputes raised by any group of non-managerial employees?

1) Yes
2) No

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

1) Yes
2) No

{If disputes procedure and dispute in last 12 months (WFFORMPR=1 and WFDISPPA=1)}

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

1) Yes
2) No

{If procedure and dispute in last 12 months (WFFORMPR=1 and WFDISPPA=1)}

WFDISPSA*
In general, how satisfied are you with the working of the dispute procedure(s) at this establishment?

1) vsatis Very satisfied
2) qsatis Satisfied
3) fsatis Neither satisfied nor dissatisfied
4) nvsatis Dissatisfied
5) notsatis Very dissatisfied
WFINDA^*
Have any of the forms of industrial action on this card taken place at this establishment during the last 12 months?
If 'YES' Which?
PROBE: Any others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) shstr Strikes of less than 1 day
2) midstr Strikes of a day or more, but less than a week
3) wkstr Strikes of a week or more
4) overt Overtime ban or restriction by employees
5) rule Work to rule
6) lock Lock out
7) slow Go slow
8) blacking Blacking of work
9) workin Work in / sit in
10) othind Other industrial action
11) none None of these

{If any industrial action (WFINDA<11) / if no industrial action (WFINDA=11)}

WFTHREA^*
(Apart from this, in / In) the past 12 months, has management been threatened with any of the forms of industrial action listed on this card?
If 'YES' Which?
PROBE: Any others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) strike Strike
2) ban 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) othindus Other industrial action
8) None None of these

{If industrial action, or threat of action in last 12 months (WFINDA<11 or WFTHREA<8)}

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

1) Yes
2) no

{If ballots (WFBALLOT=1)}

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

Range: 1..97
{If one ballot (WFNUMBAL=1)}

**WFMAJFA1**
Did this ballot result in a majority in favour of industrial action?

1) Yes
2) No

{If more than 1 ballot (WFNUMBAL>1)}

**WFMAJFA2**
How many of these ballots resulted in a majority in favour of industrial action?

Range: 0..97

{If ballot (WFNUMBAL=1) / if more than 1 ballot (WFNUMBAL>1)}

**WFPROPVO**
And of those eligible to vote, what proportion (voted in the ballots / normally vote in ballots)?

INTERVIEWER: If more than one ballot, please ask for an average.

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%)

**WFPICKET**
Has this establishment been picketed during the last 12 months?

1) Yes
2) No
**WGEMPRED**
I now want to ask you a few questions about any redundancies that might have occurred at this workplace.

Have any employees at this workplace been made redundant in the last 12 months?

1) Yes
2) No

{If redundancies (WGEMPRED=1)}

**WGCONRED**
Were employees or their representatives consulted prior to anyone being made redundant?

1) Yes
2) No

{If any consultation (WGCONRED=1)}

**WGWHOCO**
Who was consulted?
PROBE: Anyone else? UNTIL 'None'.
CODE ALL THAT APPLY.

1) turep Trade union representative / shop steward
2) consult Joint Consultative Committee / Works Council representative / other consultative committee
3) othrep Other employee representative
4) direct Directly with employees likely to be affected
5) OTHER Someone else

{If any consultation (WGCONRED=1)}

**WGISSCON**
What issues did the consultation cover?
PROBE: Any others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) redun Options for reducing the number of redundancies
2) select Criteria for selection
3) redunpay Redundancy payments
4) other Other issues (please specify **OTHWGISS**)
[If any consultation (WGCONRED=1)]

**WGCHANGE**
Did the consultation lead to any of the following changes in managers' original proposals?
PROBE: What others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) **redun** Reduction in the number of redundancies
2) **selct** Changes in the criteria for selection
3) **incrpay** Increase in redundancy payments
4) **other** Some other changes (please specify OTHWGCHA)
5) **none** None of these

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

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

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

**WGGRVMTG**
Are employees asked to attend a formal meeting with a manager to discuss the nature of their grievance?
IF YES PROMPT: Is that always or just some of the time?

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

[If employees are invited to a grievance meeting/hearing (WGGRVMTG=1 or 2)]

**WGGACC**
Which of the following are allowed to accompany an employee at a grievance meeting?
PROBE: Anyone else? UNTIL 'None'.
CODE ALL THAT APPLY.

1) **friend** Friend or family member
2) **turep** Trade union representative / shop steward
3) **ftoff** Full-time union official
4) **othrep** Other employee representative
5) **colleague** A work colleague
6) **superv** By supervisor / line manager / foreman
7) **lawyer** Solicitor or other legal representative
8) **someone** Someone else
9) **anyone** Anyone they choose
10) **noacc** No accompaniment allowed
In the grievance meeting, is the employee's companion allowed to...

1) Yes
2) No

... ask questions on behalf of the employee?

1) Yes
2) No

... answer questions on behalf of the employee?

1) Yes
2) No

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

1) Yes
2) No

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

1) Yes
2) No

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

1) Yes
2) No

Why do you think that is? OPEN
[If grievance procedure (WGGREVPR=1)]

**WGPREAP**

In the last 12 months, did any employees that you represent approach you with their grievance before approaching management?

1) Yes  
2) No  

[If grievance procedure and respondent is union rep (WGGREVPR=1 and WAREPTYP=1 or 2) / If grievance procedure and non-union rep (WGGREVPR=1 and WAREPTYP=3 or 4)]

**WGNOTIFY**

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

1) Yes  
2) No  

[If union reps not notified (WGNOTIFY=2 and WAREPTYP=1 or 2) / If non-union reps not notified (WGNOTIFY=2 and WAREPTYP=3 or 4)]

**WGGRIEC**

At what stage do you or other (union representatives / employee representatives) get involved with individual grievances?

0) never  Never get involved  
1) ifask If / When asked by the individual  
2) notres When the grievance can't be resolved  
3) other Other (please specify **OWGGRIEC**)  

[If grievance procedure used in last 12 months (WGPROCYR=1)]

**WGGRIE**

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

0) none No grievances raised  
1) pay Pay and conditions issues  
2) grade Job grading / classification  
3) promo Promotion / career development / internal transfers  
4) health Physical working conditions / health and safety  
5) work Work practices / work allocation / pace of work  
6) time Working time / annual leave / time off work  
7) perform Performance appraisal  
8) discrim Sex discrimination  
9) sexharas Sexual harassment  
10) super Relations with supervisors / line managers (i.e. unfair treatment, victimisation)  
11) bully Bullying at work  
12) race2 Race discrimination  
13) racial Racial harassment  
14) other Some other grievance (please specify **WGGROTH**)
{If grievance procedure used in last 12 months (WGPROCYR=1)}

**WGGRIEVO**
In the last 12 months, have any employees been represented by a full-time trade union official during an official grievance procedure?

1) Yes
2) No

{If grievance procedure (WGREVPR=1)}

**WGGRIESA**
In general, how satisfied are you with the working of the individual grievance procedure(s) at this establishment? 

1) vsatis Very satisfied
2) qsatis Satisfied
3) fsatis Neither satisfied nor dissatisfied
4) nvsatis Dissatisfied
5) notsatis Very dissatisfied

**WGDISPRO**
Is there a formal procedure for dealing with discipline and dismissals at this establishment?

1) Yes
2) No

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

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

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

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

**WGOACC**
Which of the following are allowed to accompany an employee at a disciplinary meeting?

1) friend Friend or family member
2) turep Trade union representative / shop steward
3) ftoff Full-time union official
4) othrep Other employee representative
5) colleage A work colleague
6) superv By supervisor / line manager / foreman
7) lawyer Solicitor or other legal representative
8) someone Someone else
9) anyone Anyone they choose
10) noacc No accompaniment allowed
In the disciplinary meeting, is the employee's companion allowed to ask questions on behalf of the employee?

1) Yes  
2) No

In the disciplinary meeting, is the employee's companion allowed to answer questions on behalf of the employee?

1) Yes  
2) No

In the disciplinary meeting, is the employee's companion allowed to confer privately with the employee either in the meeting/hearing room or outside?

1) Yes  
2) No

In general, how satisfied are you with the working of the disciplinary procedure(s) at this establishment?

1) vsatis Very satisfied  
2) qsatis Satisfied  
3) fsatis Neither satisfied nor dissatisfied  
4) nvsatis Dissatisfied  
5) notsatis Very dissatisfied

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

1) Yes  
2) No
Within the last 12 months, have you assisted any employees with an Employment Tribunal application?

1) Yes
2) No

Within the last 12 months, have you represented any employees at an Employment Tribunal hearing?

1) Yes
2) No
HINTRO
I now want to ask about your relationship with management at this workplace.

Computed textfill:
If union rep (WAREPTYP=1 or 2)
   HFILL01="representatives of your union"
ELSE if non-union JCC rep (WAREPTYP=3)
   HFILL01="employee representatives on (the) MQ.D1COMM"
ELSE if stand-alone non-union rep (WAREPTYP=4)
   HFILL01="employee representatives"
END IF

WHRATERE*
How would you rate the relationship between (HFILL01: representatives of your union / employee representatives on (the) [D1COMM FROM MQ] / employee representatives) and management at this workplace?

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

{If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)}
HINTRO2*
I would now like to obtain your views, as a (union / employee) representative, about the management at this workplace. First, I’m going to read out three statements, and for each of them, I’d like you to tell me your level of agreement or disagreement with each of the statements. Please use the categories on this card.
INTERVIEWER: If there are different levels of management, please comment in general about the managers you have most dealings with.

{If union rep (WAREPTYP=1 or 2) / If non-union rep (WAREPTYP=3 or 4)}
WHTRUST1*
On balance would you say that ...
Managers here can be relied upon to live up to the commitments they have made to (union / employee) representatives.

1) StAgree Strongly agree
2) Agree,
3) Neither Neither agree nor disagree
4) Disagree
5) StDisag Strongly disagree
WHTRUST2* *(On balance would you say that ...)*
Managers are sincere in their attempts to understand (union / employee)
representative's point of view.

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

WHTRUST4 *(On balance would you say that ...)*
Managers here can be trusted to act with honesty and integrity in their dealings with
(union / employee) representatives.

1)  StAgree   Strongly agree
2)  Agree,
3)  Neither   Neither agree nor disagree
4)  Disagree
5)  StDisag   Strongly disagree
SECTION I  CONTACT WITH EXTERNAL ORGANISATIONS

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

{If union representative, or non-union representative is a trade union member ((WAREPTYP=1 or 2) or WAWREPUN=1)}

WIMETOFF
During the last 12 months, how often have you had contact with a paid official of your union to discuss matters affecting the workforce?
PROMPT AS NECESSARY: Include special meetings, routine meetings and telephone conversations.

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

{If contacted full-time official (WIMETOFF<=4)}

WIOFFLE**
Which of the following were reasons why you contacted a paid official?
PROBE: What else? UNTIL 'None'.
CODE ALL THAT APPLY.

1) legal  To get legal advice
2) infopay  For information before commencing pay bargaining
3) assipay  To assist in pay bargaining
4) indusact  To assist in industrial action
5) indgreiv  To assist in handling of individual grievances
6) discact  To assist in handling of disciplinary actions
7) other  Other (please specify OWIOFFLE)
WIADVIC**
Looking at this card, have you sought information or advice from any of these bodies during the last 12 months?
PROMPT: This could be in person, over the telephone or through a web-site.
PROBE: What other ways? UNTIL 'None'.
CODE ALL THAT APPLY.

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

{If contacted other body (WIADVIC<=8)}

WIREAS**
Which of the following were reasons why you contacted any of these bodies?
PROBE: Why else? UNTIL 'None'.
CODE ALL THAT APPLY.

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

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

WJMANATT
How would you describe management's general attitude towards trade union membership among employees at this establishment. Is management ... (READ OUT) ...

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

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

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

1) Yes
2) No

{If managers actively encourage membership (WJFOR=1)}

WJFORHOW
How do they do this?: OPEN

{If management neutral and does not encourage membership, or not in favour of union membership ((WJMANATT=3 and WJFOR=2) or WJMANATT=2)}

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

1) Yes
2) No

{If managers actively discourage membership (WJAGAINST=1)}

WJAGGHOW
How do they do this? OPEN

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

WJINFNWE
I now want to ask you about how union members are recruited at this workplace. Does management normally inform you or other representatives of WUNION when a new recruit is about to join this workplace?

1) Yes
2) No
If trade union representative (WAREPTYP=1 or 2)

**WJTRIED**
Have you or other representatives of **WUNION** tried to recruit any new members at this workplace in the last 12 months?

1) Yes
2) No

If tried to recruit (WJTRIED=1)

**WJINFILL**
Did you try to recruit any employees who already had their pay and conditions negotiated by **WUNION**?

1) Yes
2) No

If tried infill (WJINFILL=1)

**WJINREC**
Were you successful in recruiting any of these employees?

1) Yes
2) No

If tried to recruit (WJTRIED=1)

**WJEXPAN**
Did you try to recruit any of the employees who did not have their pay and conditions negotiated by **WUNION**?

1) Yes
2) No

If tried expansion (WJEXPAN=1)

**WJEXPREC**
Were you successful in recruiting any of these employees?

1) Yes
2) No

If any recruitment successful (WJINREC=1 or WJEXPREC=1)

**WJYEAR**
Thinking of all of the employees that you have recruited in the last 12 months, had any of them been working at the establishment for more than one year at the time they were recruited?

1) Yes
2) No
{If union rep (WAREPTYP=1 or 2)}

**WJINPOT**
Are there currently any employees at this workplace who have their pay and conditions negotiated by **WUNION**, and would be eligible to join the union, but who are not members?

1) Yes
2) No

{If union rep (WAREPTYP=1 or 2)}

**WJEXPOT**
And are there currently any employees at this workplace who do not have their pay and conditions negotiated by **WUNION**, but who would be eligible to join, and who are not members?

1) Yes
2) No

{If trade union representative has attempted to recruit members, or not attempted to recruit but there are employees that could be in union (WJTRIED=1 or WJINPOT=1 or WJEXPOT=1)}

**WJPLAN**
In the last 12 months, has **WUNION** developed a formal plan to recruit members at this workplace?

1) Yes
2) No

{If trade union representative has attempted to recruit members, or not attempted to recruit but there are employees that could be in union (WJTRIED=1 or WJINPOT=1 or WJEXPOT=1)}

**WJHELP**
In the last 12 months, have you received any of the following help or advice from **WUNION**?
INTERVIEWER NOTE: Include advice or training received from TUC.

1) poster Posters or leaflets aimed at recruiting new members
2) advice Advice from a full-time union official or organiser
3) assist Assistance at this workplace from a full-time official or organiser
4) train Training on recruitment or organising
5) none None of these
KINTRO
I would now like to ask a series of questions about changes that may have occurred in this workplace over the last two years. This will partly touch on many of the issues we have already discussed.

WKMANCH**
Over the past two years has management here introduced any of the changes listed on this card?
INTERVIEWER: What other changes?:

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 (WKMANCH<9)}

WKMIMPCA*
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

Computed textfill:
If union rep (WAREPTYP=1 or 2)
   KFILL01="representative of WUNION"
ELSE if non-union ICC rep (WAREPTYP=3)
   KFILL01="employee representatives on (the) MQ.D1COMM"
ELSE if stand-alone non-union rep (WAREPTYP=4)
   KFILL01="you and other non-union representatives"
END IF
{If any change (WKMANCH<8) }

**WKCHATU***

What type of involvement did (KFILL01: representatives of WUNION / employee representatives on (the) [D1COMM FROM MQ] / you and other non-union representatives) have in introducing and implementing this change?

1) responsi  We were given responsibility for deciding upon this change
2) negoti   Managers negotiated and agreed this change with us
3) consult  We were consulted
4) inform   We were informed
5) noinv    No involvement

**WKNONCH**^*

Over the past two years has management here tried but been unable to introduce any of the changes listed on this card?

INTERVIEWER: What other changes? :

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 unable to introduce change (WKNONCH<8)}

**WKWHYNO**^*

Why were they unsuccessful?

INTERVIEWER: Why else?

1) (Senior   Resistance from senior management
2) Middle   Resistance from middle/line management
3) Employ   Resistance from employees
4) Union    Resistance from trade union representatives
5) OthRes   Resistance from other employee representatives
6) Skill    Skill shortages
7) Manage   Poor quality management
8) Time     Insufficient time to introduce
9) Funds    Insufficient funds to introduce
10) Other   Other (please specify OTHWHYNO)
LINTRO
I would like to finish the interview by asking a few questions about you.

WLREPGEN
INTERVIEWER SELF-CODE Respondent is ...

1) Male
2) Female

WLAGE
How old were you at your last birthday?

Range: 16..80

WLETHNIC*
And which of these groups do you consider you belong to?

White

1) British
2) Irish
3) Any other White background

Mixed

4) White and Black Caribbean
5) White and Black African
6) White and Asian
7) Any other mixed background

Asian or Asian British

8) Indian
9) Pakistani
10) Bangladeshi
11) Any other Asian background

Black or Black British

12) Caribbean
13) African
14) Any other Black background

Chinese or other ethnic group

15) Chinese
16) Any other ethnic group
**WLDISAB1**
Do you have any long-term illness, health problem or disability?
By long-term, we mean that it can be expected to last for more than one year.

1) Yes
2) No

{If disability (WLDISAB1=1)}

**WLDISAB2**
Does this illness or disability affect the amount or type of work you can do?

1) Yes
2) No
This is a national survey of people at work. We are interested in your views about your job and your workplace.

We are asking a group of people at this workplace to complete this questionnaire. Names have been selected randomly from a list of all the people who work here and your name is among the random selection. Since you have

now that your name has come up, we would like you to complete the questionnaire. Please do not pass it on to anyone else.

Everything that you say in this questionnaire will remain confidential.

Completed forms will not be shown to managers or anyone else at your workplace.

There is a serial number on the questionnaire – this is simply there so that we know who has replied and do not send out reminders unnecessarily.

After the answers have been entered into a computer, the questionnaire will be destroyed.

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

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

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

Many thanks for your help.

Thank you for taking the time to complete this questionnaire.

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

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

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

Please complete this questionnaire

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

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

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

Many thanks for your help.

The Workplace Employment Relations Survey

2004

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

We are asking a group of people at this workplace to complete this questionnaire. Names have been selected randomly from a list of all the people who work here and your name is among the random selection. We have chosen people in this way so that we cover the full range of employees, from management to the most junior. There is no special reason why you were picked to fill in the survey or why others that you work with were not picked. However, now that your name has come up, we would like you to complete the questionnaire. Please do not pass it on to anyone else.

Everything that you say in this questionnaire will remain confidential.

Completed forms will not be shown to managers or anyone else at your workplace.

There is a serial number on the questionnaire – this is simply there so that we know who has replied and do not send out reminders unnecessarily.

After the answers have been entered into a computer, the questionnaire will be destroyed.

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

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

Many thanks for your help.
### A. ABOUT YOUR JOB

#### A1
How many years in total have you been working at this workplace? By workplace we mean the site or location at, or from, which you work.

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>Less than 1 year</th>
<th>1 to less than 2 years</th>
<th>2 to less than 5 years</th>
<th>5 to less than 10 years</th>
<th>10 years or more</th>
</tr>
</thead>
</table>

#### A2
Which of the phrases below best describes your job here?

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>Permanent</th>
<th>Temporary – with no agreed end date</th>
<th>Fixed period – with an agreed end date</th>
</tr>
</thead>
</table>

#### A3
How many hours, including overtime or extra hours, do you usually work in your job each week? Exclude meal breaks and time taken to travel to work.

<table>
<thead>
<tr>
<th>Hours per week (to nearest hour)</th>
<th>__________</th>
</tr>
</thead>
</table>

#### A4
How many overtime or extra hours do you do usually work each week, whether paid or unpaid?

If you do not usually work overtime or extra hours, please write O in the box below.

<table>
<thead>
<tr>
<th>Overtime/extra hours per week (to nearest hour)</th>
<th>__________</th>
</tr>
</thead>
</table>

#### A5
In the last 12 months, how often have you worked more than 48 hours a week?

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>Every week</th>
<th>Two or three times a month</th>
<th>Once a month</th>
<th>Less often than once a month</th>
<th>Never</th>
</tr>
</thead>
</table>

#### A6
Do you agree or disagree with the following statements about your job?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>My job requires that I work very hard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I never seem to have enough time to get my work done</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel my job is secure in this workplace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I worry a lot about my work outside working hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### A7
In general, how much influence do you have over the following?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>A lot</th>
<th>Some</th>
<th>A little</th>
<th>None</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>What tasks you do in your job</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The pace at which you work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How you do your work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The order in which you carry out tasks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The time you start or finish your working day</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### A8
How satisfied are you with the following aspects of your job?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The sense of achievement you get from your work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The scope for using your own initiative</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The amount of influence you have over your job</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The training you receive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The amount of pay you receive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your job security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The work itself</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### B. ABOUT YOUR WORKPLACE

#### B1
If you personally needed any of the following arrangements, would they be available to you?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>Resi-time</th>
<th>Job sharing (sharing a full-time job with someone else)</th>
<th>The chance to reduce your working hours (eg full-time to part-time)</th>
<th>The chance to increase your working hours (eg part-time to full-time)</th>
<th>Working at or from home in normal working hours</th>
<th>Changing working patterns including shifts</th>
<th>Working the same number of hours per week across fewer days (eg 37 hours in four days instead of five)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Don’t know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### B2
Thinking about arrangements for looking after children or family members, if you needed to take a day off work at short notice, eg to look after a sick relative, how would you usually do it?

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>Use paid holiday</th>
<th>Use special paid leave</th>
<th>Take time off and make it up later</th>
<th>Go on leave without pay</th>
<th>Take sick leave</th>
<th>Some other way</th>
<th>Couldn’t take time off</th>
<th>Doesn’t apply to me</th>
</tr>
</thead>
</table>

#### B3
If you personally needed any of the following, would they be available to you?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>Working only during school term times</th>
<th>Paid parental leave (blocks of paid time off work to care for young children)</th>
<th>Workplace nursery, or help with child care costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Don’t know</td>
<td></td>
</tr>
</tbody>
</table>

#### B4
Apart from health and safety training, how much training have you had during the last 12 months, either paid for or organised by your employer? Please only include training where you have been given time off from your normal daily work duties to undertake the training.

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>None</th>
<th>Less than 1 day</th>
<th>1 to less than 2 days</th>
<th>2 to less than 5 days</th>
<th>5 to less than 10 days</th>
<th>10 days or more</th>
</tr>
</thead>
</table>

#### B5
How well do the work skills you personally have match the skills you need to do your present job?

<table>
<thead>
<tr>
<th>Tick one box only</th>
<th>My own skills are</th>
<th>Much higher</th>
<th>A bit higher</th>
<th>About the same</th>
<th>A bit lower</th>
<th>Much lower</th>
</tr>
</thead>
</table>

#### B6
In general how good would you say managers at this workplace are at keeping employees informed about the following?

<table>
<thead>
<tr>
<th>Tick one box in each row</th>
<th>Changes to the way the organisation is being run</th>
<th>Changes in staffing</th>
<th>Changes in the way you do your job</th>
<th>Financial matters, including budgets or profits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>Good</td>
<td>Neither good nor poor</td>
<td>Poor</td>
<td>Very poor</td>
</tr>
</tbody>
</table>
### C. YOUR VIEWS ON WORKING HERE

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

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>I share many of the values of my organisation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel loyal to my organisation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am proud to tell people who I work for</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers here</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can be relied upon to keep to their promises</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Are sincere in attempting to understand employees’ views</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deal with employees honestly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understand about employees having to meet responsibilities outside work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Encourage people to develop their skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treat employees fairly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither good nor poor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very poor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### D. REPRESENTATION AT WORK

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

- Yes
- No, have been in the past
- No, have never been a member

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

<table>
<thead>
<tr>
<th>Getting increases in your pay</th>
<th>Getting training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Myself</td>
<td>Trade Union Employee representative (non-union)</td>
</tr>
</tbody>
</table>

#### D3. How would you describe management’s general attitude towards trade union membership among employees here?

- In favour of trade union membership
- Not in favour of trade union membership
- Neutral about it

#### D4. Has anyone ever asked you to join a union or staff association?

- Yes
- No

#### D5. Is there a trade union or staff association at this workplace?

- Yes
- No

### E. FINALLY, ABOUT YOURSELF

#### E1. Are you male or female?

- Male
- Female

#### E2. How old are you?

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

#### E3. Which of the following describes your current status?

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

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

- No dependent children
- Children aged 0 – 2 years
- Children aged 3 – 4
- Children aged 5 – 7
- Children aged 8 – 11
- Children aged 12 – 18
E5 Do you look after or give help or support to any family members or friends who have a long-term physical or mental illness or disability, or who have problems related to old age?

Tick one box only
- Yes
- No
- go to E6

E6a Do you have any long-term illness, health problem or disability? By long-term, we mean that it can be expected to last for more than one year.

Yes ☐ No ☐ go to E7

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

Yes ☐ No ☐

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

Tick all that apply
- GCSE grades D-E/GCSE grades 2-5
- GCSE grades A-C/GCE O’level passes, CSE grade 1
- 1 GCE ‘A’-level grades A-E
- 1-2 GCE Higher grades A-C
- 2 or more GCE ‘A’-levels grades A-E
- 3 or more GCE Higher grades A-C
- First degree, eg BSc, BA, BEd, HND, HNC, MA at first degree level
- Higher degree, eg MSc, MA, MBA, PGCE, PhD
- Other academic qualifications
- No academic qualifications

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

Tick all that apply
- Level 1 NVQ or SVQ, Foundation GNVQ or GSQ
- Level 2 NVQ or SVQ, Intermediate GNVQ or GSQ
- Level 3 NVQ or SVQ, Advanced GNVQ or GSQ
- Level 4 NVQ or SVQ
- Completion of trade apprenticeship
- Other vocational or pre-vocational qualifications, eg City and Guilds, RSA, OCR, Btec
- Other professional qualifications eg qualified teacher, accountant, nurse
- No vocational or professional qualifications

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

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

I do not use a computer as part of my work ☐

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

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

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

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

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

Yes ☐ No ☐

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

Tick one box only
- White
- British
- Irish
- Any other white background

Mixed
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

Asian or Asian British
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black or Black British
- Caribbean
- African
- Any other Black background

Chinese or other ethnic group
- Chinese
- Any other ethnic group

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

Tick one box only
- £50 or less per week
- £60 - £119 per week
- £120 - £199 per week
- £200 - £299 per week
- £300 - £499 per week
- £500 - £699 per week
- £700 or more per week

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

Tick one box only
- £4.50 or less per hour
- £4.60 - £5.99 per hour
- £6.00 or more per hour

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

What was the total capital expenditure over this period?

Total cost of acquisitions £

Total proceeds from disposals £

Include:
- Building work
- Purchase or sale of land and buildings
- Motor vehicles and other transport equipment
- Computer hardware and software
- Other plant, machinery and equipment

Exclude:
- Any allowances for depreciation

5 Purchases of goods, materials and services

What was the total value of purchases of goods, materials and services over this period?

Total purchases £

Exclude:
- Employment costs
- Bad debts or depreciation
- Interest payments
- Amounts paid for capital items
- Capitalised building repairs

6 Employment costs

What were the total employment costs over this period?

Total employment costs £

Include:
- Gross wages and salaries (in cash or kind)
- Employers’ National Insurance contributions
- Contributions to pension funds (including lump sum contributions)
- Redundancy and severance payments

7 Research and Development

Research and development is creative work undertaken on a systematic basis in order to increase your stock of knowledge, and the use of knowledge to devise new applications

a) Is any research and development activity carried out at this establishment?

2236

Please tick

Yes
No

If YES: Approximately what percentage of total current expenditure is spent on research and development?

b) Is any research and development activity carried out elsewhere in this organisation?

2236

Please tick

Yes
No

Thank you for your help.

*In collaboration with the Advisory, Conciliation and Arbitration Service (ACAS), the Economic and Social Research Council and the Policy Studies Institute.
Notes for the completion of this form

1 Please give best estimates if you do not have exact data.

2 Where possible, figures should relate only to the establishment indicated by the address on the accompanying letter. If the figures provided do not relate solely to this establishment, please specify the scope of your return below.

Scope of this return: 2017

Please tick:
- This establishment only
- Other (please specify)

Number of establishments covered by this return: ESTABN 2101-2104

Approximate share of turnover accounted for by establishment indicated on accompanying letter: % SHARTURN 2105-2107

3 Where possible, figures should cover the calendar year 1st January – 31st December 2003. If no figures are available for that period, please provide information on the most recent business year for which figures are available.

Period covered by the return: 2009

Please tick:
- 1st January – 31st December 2003
- Other (please specify)

From YRSTART: 2109-2115

To YREND: 2117-2124

4 Financial amounts should be rounded up or down to the nearest £1,000, as below.

For example, if your answer is £576,326, round this to £576,000 and fill in the boxes as indicated:

£ 5 7 6 0 0 0

If your answer is £672, round this to £1,000 and fill in the boxes as indicated:

£ 1 0 0 0

If your answer is less than £500, write NIL in the boxes as indicated:

£ NIL

1 Turnover (excluding VAT)

What was the total amount received in respect of sales of goods and services during the period stated above?

Total turnover £ OOOOO OOO 2125-2132

Include:
- Sales of goods of own production
- Work done on customers’ materials
- Income from services provided
- Sales of goods purchased and resold without further processing, including retail turnover
- Progress payments on work in progress

Exclude:
- VAT
- Sales of fixed assets
- Output for own final use
- Grants

2 Employment

How many employees were employed, on average, over the period?

Please give separate figures for those working full-time (30 hours or more per week) and those working part-time (fewer than 30 hours per week)

Number of full-time employees EMPFT 2136-2141

Number of part-time employees EMPPT 2142-2147

Include:
- Employees on permanent, temporary and fixed-term contracts
- Staff hired on a temporary basis from an employment agency
- Freelance staff

3 Value of assets

What is the approximate value of buildings, machinery and equipment?

For owned or rented/leased buildings, please estimate their current market value if sold.

Total value of owned buildings £ OOOOO OOO 2148-2155

Total value of rented/leased buildings £ OOOOO OOO 2150-2156

For all other assets, whether owned or rented/leased, please estimate the cost of purchasing equivalent items, not the cost of replacing them with new, improved items.

Total value of other owned assets £ OOOOO OOO 2175-2177

Total value of other rented/leased assets £ OOOOO OOO 2181-2188

Include:
- Motor vehicles and other transport equipment
- Computer hardware and software
- Other plant, machinery and equipment

Questions continue overleaf…