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**FAIR TREATMENT AT WORK
SURVEY 2008**

Technical Report

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About EMAR

Employment Market Analysis and Research (EMAR) is a multi-disciplinary team of economists, social researchers and statisticians based in the Employment Relations Directorate of the Department for Business, Innovation and Skills.

Our role is to provide the evidence base for good policy making in employment relations, labour market and equality and discrimination at work. We do this through:

- Conducting periodic benchmark surveys
- Commissioning external research reports
- Conducting in-house research and analysis
- Assessing the regulatory impact of new employment laws
- Monitoring and evaluating the impact of government policies

Further details of EMAR's work, including PDF versions of all our publications, please see our web pages at:

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Contents

1	Introduction	1
2	Sample Design	3
3	Questionnaire	6
4	Fieldwork	13
5	Data preparation and outputs.....	18
	Appendices	25
A	Interviewer instructions	26
B	Advance letter	32
C	Survey leaflet.....	34
D	CAPI questionnaire.....	37
E	Self-completion questionnaire	114
F	Code frames.....	119

1 Introduction

In January 2008 the Department for Business, Enterprise and Regulatory Reform, BERR (now Business, Innovation and Skills, BIS) commissioned TNS (now TNS-BMRB) and Cardiff University to undertake a major new social survey, the 2008 Fair Treatment at Work Survey (FTWS), collecting over 200 questions from around 4,000 current or recent employees across Great Britain. For the first time a single survey source covers workers' awareness of their rights and the support available to them, a comprehensive view of the problems experienced in the workplace and how such problems get resolved.

BIS's responsibilities for policy and research on employment relations are wide-ranging and continuously evolving and this new survey is designed to assess how well existing policies are working, what more needs to be done and to investigate the nature and extent of vulnerable working amongst British employees. The new survey combines two earlier surveys; the 2005 Employment Rights at Work Survey (ERWS)¹ and the 2005 Fair Treatment at Work Survey (FTWS)².

In the case of the 2005 ERWS, this followed and improved upon the 2000 Awareness, Knowledge and Exercise of Individual Employment Rights Survey. These surveys were mainly concerned with awareness and knowledge of employment rights and sources of information and advice. They also included some questions on employees' experience of problems at work and how these might be remedied.

The 2005 FTWS was commissioned in response to the need, identified in The Cabinet Office Strategy Unit's Ethnic Minorities in the Labour Market report (2003) for more research and monitoring of race discrimination in employment. The survey gathered information on employees' perceptions of unfair treatment at work, both personally and of others at work. It covered all six strands of the equalities jurisdictions (sex, race, disability, sexual orientation, religion and belief and age). The survey also asked employees about their experiences of bullying and sexual harassment in the workplace.

The second Employment Rights at Work survey focused on awareness and knowledge of employment rights, sources of information and advice, and experience of problems at work and what, if anything had been done to remedy them. The first Fair Treatment at Work survey focused on employees' perceptions of unfair treatment at work, both personally and of others at work. It covered all six strands of the equalities jurisdiction (sex, race, disability, sexual orientation, religion and belief, and age) and involved boosted samples of

¹ Casebourne J, Regan J, Neathey F and Tuohy S, 'Employment Rights at Work – Survey of Employees 2005', Employment Relations Research Series No. 51, DTI, London 2006

² Grainger H and Fitzner G, 'The first fair treatment at work survey: executive summary', Employment Relations Research Series No. 63, DTI, London 2007

minority ethnic groups, those with non-Christian religious beliefs, and younger and older workers.

The new survey covers all of the areas investigated in the three previous surveys and expands into issues around vulnerable workers.

The main aims of the 2008 survey were:

- To assess peoples' general awareness of their rights at work and to see how this has changed since the last survey
- To determine knowledge about specific rights at work (the National Minimum Wage and holiday entitlement)
- To find out which sources of advice people would use to find out about their rights at work in general and to find out about the National Minimum Wage
- To measure the proportion of individuals that has had problems at work in the last five years
- To determine how people go about resolving the most serious problems which they have had.

The survey aimed to interview 4,000 people aged 16 or over living in Great Britain who were either currently in paid work (excluding self-employed) or who had been in paid work in the last two years. The fieldwork took place between September and December 2008, and 4,010 people were interviewed at a 57% response rate. In addition, 2,125 respondents completed a self-completion questionnaire.

A full report on the survey is published by BIS:

Fevre R, Nichols T, Prior G and Rutherford I, 'Fair Treatment at Work Report: Findings from the 2008 survey', Employment Relations Research Series No. 103, BIS, London 2009.

2 Sample Design

2.1 Introduction

The design used was a multi-stage random probability design. The stages were:

- Stratification
- Selection of primary sample units (PSUs)
- Selection of addresses
- Selection of households, where necessary
- Selection of respondents

Probability methods were applied at each stage.

The initial sample was selected to be representative of the general population. Screening was carried out by interviewers to identify eligible respondents (those who were currently in paid work (excluding self-employed), or who had been so in the last two years).

2.2 Stratification

The primary stratification employed was by Government Office Region (GOR). This divided England into nine strata and correct representation of regional sub parts of the country were also designed into the sample. Scotland and Wales are themselves GORs.

The samples were allocated to each GOR in proportion to their respective employee populations. Further stratification was employed using population density to ensure representation on that dimension. Within each stratum we sorted further by the percentage of non-manual workers, to help ensure correct socio-economic representation when the PSUs were selected.

2.3 Sample Frame

The small user Postcode Address File (PAF) was used as the sample frame for the survey.

2.4 Primary Sample Units

Super Output Areas (SOAs) were used as the Primary Sample Units (PSUs) for the survey in England and Wales as their boundaries matched the strata proposed. In Scotland we used pairs of Data Zones, the Scottish equivalent of SOAs. Their sizes are approximately half those of SOAs. These areas are of more uniform population size within country than postcode sectors. They thus give more uniform sampling intervals when selecting addresses within PSUs.

2.4 Selection of PSUs

Once the sample size in each stratum was determined those values were divided by the planned cluster size to calculate the number of sample points required in every stratum. 33 addresses were issued in each sample point.

The employee population of the PSUs in the stratum were detailed and cumulated. The total was divided by the number of points required to give a sampling interval. Then a random number less than that sampling interval was selected. That determined the first sample point. The other points were then selected by successive additions of the sampling interval to the random start. This method selects the PSUs with probability proportional to their employee populations and the ordering by the percentage of non manual workers ensured a good spread of socio economic locations. In total we selected 400 PSUs.

A reserve sample of 40 PSUs was also selected; these were selected in case the response or eligibility rates were lower than anticipated. In the event, 37 of the reserve sample points were issued to interviewers.

2.5 Selection of addresses

The addresses to be used in the sampled PSUs were selected in a similar way to the selection of the PSUs themselves. The number of addresses in the PSU was divided by 33 to determine the sampling interval. A random number less than the sampling interval was generated to determine the first address sampled. The other addresses were then selected by successive addition of the sampling interval to the random start. Addresses were first sorted by postcode within the PSU.

In total 13,200 addresses were selected in the main sample, and a further 1,320 in the reserve sample. Overall 14,421 addresses were issued to interviewers.

2.6 Selection of households

A very small proportion of addresses contained more than one household. In those cases the household to be interviewed was determined by a sub-routine within the CAPI sampling system using a random selection procedure.

2.7 Selection of respondents

A screening procedure was used by interviewers to identify all eligible persons in each household – that is, those currently in paid work and those who have been in paid work in the past two years (excluding self-employed). The eligible individuals in each household were listed by the interviewer, if there was more than one. The person to be interviewed was then selected by a sub-routine in the CAPI script using a random procedure.

The question used to determine eligibility was as follows:

*Have you / Have any of these people had a paid job at any time in the last two years, either on a permanent basis or as a temporary employee or worker, fixed term, casual or agency worker?
Please do not include anyone who has only worked abroad or on a self-employed basis or as a Managing Director of their own company.*

2.8 Allocating sample to survey months

It was planned that the survey fieldwork would be carried out over four months – September to December 2008.

The sample was split into three batches. PSUs were randomly assigned to each of the batches. The batches were then issued to interviewers in September, October and November 2008. Reissues for each monthly batch commenced in the following month, i.e. September reissues began in October etc.

As the achieved number of interviews in September and October was falling short of targets, 37 reserve sample points were issued in November. Interviewing on the reserve sample and reissues carried on through December. A small number of interviews were carried out in January 2009 as reissues were completed.

In all, interviews were carried out between 1 September 2008 and 17 January 2009. The number of interviews achieved per month is as follows:

- September 2008 – 768
- October 2008 – 850
- November 2008 – 1,438
- December 2008 – 854
- January 2009 – 100

3 Questionnaire

3.1 Coverage and Structure

The questionnaire was based on those used for the second Employment Rights at Work survey (2005) (ERWS) and the first Fair Treatment at Work survey (2005 FTWS). The TNS-BMRB team, in conjunction with Cardiff University and BIS reviewed and revised the questionnaire.

One of the main changes made was replacing the card sorting exercises that were used in the ERWS, using instead randomisation procedures within the interview program. The research team felt that using shuffle cards (as was done in the 2005 survey) can cause confusion for respondents, and introduces the risk of errors by interviewers in recording the responses.

Where possible, comparability was maintained with the two previous surveys so that comparisons can be made over time. However this was not always possible, particularly since questions about similar issues were not consistent across the two previous surveys. For instance the ERWS asked about problems in the last five years, whereas the 2005 FTWS asked about the last two years.

The questionnaire was structured in the following way:

1. Selection module and screening
2. Awareness of employment rights
3. Knowledge of specific employment rights
4. Sources of information/advice
5. Experience of problems at work
6. Most serious problem at work and dispute resolution
7. Job and employer characteristics
8. Socio-demographics and other individual characteristics
9. Paper self completion questionnaire

In order to keep the interview to the target length of 45 minutes, randomisation was added into the script meaning that each respondent was randomly asked two of the following sections:

2. Awareness of employment rights
3. Knowledge of specific employment rights

4. Sources of information/advice

In effect, this means that around two-thirds of respondents were asked each of Sections 2, 3 and 4.

An overview of the contents of each of these sections can be found below. A copy of the final interview questionnaire is included in Appendix D.

Section 1 – Selection module and screening

This module of the survey was to determine who at each given address should be interviewed.

Firstly, if there was more than one dwelling unit at the address the CAPI program selected one dwelling unit at random to take part in the survey.

Interviewers then identified how many household members were eligible to take part in the survey.

Interviewers collected basic details about the eligible household members (first name, age and sex). The CAPI program then selected at random one eligible person to take part in the survey. If the selected person was in the household and agreed to take part the interview could then begin, otherwise the interviewer would arrange to call back later at a convenient time to complete the interview.

Section 2 – Awareness of employment rights

This section started by asking people general questions about how they felt about their rights at work, how well informed they felt about them and whether they thought their employer took these rights seriously.

Respondents were then asked about a series of thirty responsibilities that an employer might have to an employee (such as 'Not make employees work more than a given number of hours each week'). Respondents had to say whether they thought that these were things which employers *have* to do according to the law or if they were things which employers could *choose* whether or not to do.

Twenty five of these items were the same as in the ERWS. Five new items added to the 2008 survey to cover additional topics and reflect changes in legislation:

- Ensure employee's health and safety
- Provide a statutory level of sick pay

- Allow employees to be accompanied by a representative when attending a disciplinary hearing
- Allow employees to work up to the age of 65 (or the employer's normal retirement age)
- Follow a set procedure when retiring an employee (including giving them the right to request to continue working)

For each item which respondents thought that employers have to do according to the law, respondents were then asked how much they knew about the detail of the law regarding this issue.

Finally, for the twenty five actual legal obligations, respondents were asked how important they thought it was for them personally to know about the law regarding employers' responsibilities in these areas.

Section 3 - Knowledge of specific employment rights

This section aimed to test the extent of respondents' knowledge about specific employment rights.

The first half of this section dealt with the National Minimum Wage (NMW). As in the ERWS, respondents were asked specific questions about the NMW, such as if they knew which age groups are covered by the NMW, and how much the NMW is. There were also questions here to try and identify respondents who earned the NMW/close to the NMW. There were three new questions added to this survey which were not asked in the 2005 survey; respondents were asked if they knew the month of the year in which the NMW increases, respondents were also asked about which deductions they thought employers could make from the NMW and whether they knew what the penalties are for an employer who does not pay the NMW.

The second half of this section was about holiday entitlement; respondents were asked about the minimum number of weeks of paid holiday each year workers are entitled to.

Section 4 – Sources of information and advice

This section started by asking respondents if they knew where to find out information about their rights at work.

As in the ERWS, respondents were asked, from an unprompted list, where they would go to first to find out information or advice about their rights of work. Respondents were also asked which method they would use to contact the advisor. This was followed up by asking respondents which other sources they

would contact if their first source couldn't provide them with the information they wanted. These questions were then repeated, this time asking specifically about finding out about the National Minimum Wage.

New questions were added to the 2008 survey in order to find out whether respondents had heard of various national organisations which provide information on employment rights (such as the Citizens Advice Bureau). For each organisation they had heard of, respondents were asked how much they actually knew about the help and services which the organisation provides.

Section 5 – Experience of problems at work

This section focused on respondents' own personal experiences and any problems which they have had at work.

The first questions related to problems which respondents may have experienced relating to their rights at work in the last five years. This question was the same as one used in the ERWS, however, in 2005 respondents just had to say if they had experienced the problem, whereas this time respondents also had to say whether they had had the problem at their "current/most recent employer" or at a "previous employer". Also, three new statements were added:

- Problems to do with Health and Safety at work
- Problems to do with taking time off sick or sick pay
- Problems to do with retirement

For each problem respondents said they had had in the last five years, they were then asked if they had experienced any of these problems in the last two years. This was in order to provide a consistent reference period for all problems, given that the 2005 FTWS asked about problems in the last 2 years.

Respondents were also asked if in the last two years they had been treated unfairly, discriminated against, been bullied or harassed or been sexually harassed.

Respondents who reported unfair treatment or discrimination in the last two years were then asked more questions about what this related to.

Section 6 – Most serious problem at work and dispute resolution

This section began by asking respondents to identify the most serious problem they had experienced, and the remainder of the section was asked this problem. As in the ERWS, the follow up questions dealt with the following issues:

- Start date of the problem

- Whether the problem was over or ongoing
- If over, the end date of the problem
- What information or advice the respondent sought in relation to the problem
- The extent to which the information or advice received was helpful
- Any other action taken by the respondent or their employer in respect to the problem
- Whether they wished they had done anything differently
- What the outcome of the problem was (or, if ongoing what it was expected to be)

Some of the questions in this section were also taken from the 2005 FTWS, in particular:

- Further questions relating to the nature of the unfair treatment or discrimination
- Determining whether the problem was a one-off, had occurred several different times or was ongoing
- Finding out who was responsible for the most serious problem (in terms of managerial role, ethnicity and gender)

There were also new questions added to this survey relating to:

- Whether the problem impacted on financial well-being, physical health, psychological health or respondents relationships with close family members
- Dispute resolution and whether the respondent or someone acting on their behalf took a range of actions to resolve the problem (e.g. making an application to an Employment Tribunal)
- Reasons for not taking action / whether action taken had made the problem worse, made no difference or made it better

If respondent's most serious problems did not involve unfair treatment or discrimination, but they had reported experiencing unfair treatment/discrimination in the last five years, they were asked some more questions relating specifically to this. Similarly, if they had reported sexual harassment but had not said it was part of their most serious problem then they were asked further questions. This was also the case for bullying or harassment.

This section ended with seven questions on negative behaviour, to represent three different factors which occur in data on negative behaviour in the workplace

(for further background on the provenance of these questions see Fevre et al, 2009)³.

Section 7 - Job and employer characteristics

This section collected various details about the respondent's current or (for those not working at the time of the interview) most recent job.

Section 8 - Socio-demographics and other individual characteristics

The face-to-face questionnaire concluded by asking a number of demographic details.

Section 9 - Paper self completion questionnaire

At the end of the interview, respondents were asked whether or not they would like to complete a paper self-completion questionnaire. If respondents agreed to fill in this questionnaire they were given a £5 gift voucher. Respondents were also given an envelope with postage paid to return the questionnaire to TNS.

The self completion questionnaire asked respondents about issues relating to trust and their feelings about work. There were also further general questions about work.

If the paper questionnaire had not been received a month after fieldwork, a reminder including a new copy of the questionnaire was sent to the respondent's address.

3.2 Questionnaire testing

Two stages of questionnaire testing were carried out prior to the main fieldwork stage:

- Cognitive testing carried out by TNS-BMRB researchers
- A pilot stage carried out by TNS-BMRB interviewers

3.2.1 Cognitive testing

Cognitive methods provide important tools for examining the thought processes that affect the quality of answers provided to survey questions. Specifically, cognitive methods allow us to ascertain whether or not the respondents understand the questions and are able to provide accurate responses.

³ Fevre, R., Robinson, A., Jones, T. and Lewis, D (2009) 'Researching workplace bullying: the benefits of taking an integrated approach', *International Journal of Social Research Methodology*. (doi:10.1080/13645570802648671)

The purpose of the cognitive interviews was to get at the underlying mental processes that respondents use to answer the questions, including respondents' comprehension and recall, and also what heuristics or mental shortcuts they are using to formulate an opinion or to make an estimate.

Cognitive interviews were carried out on the basis of a paper draft of sections of the questionnaire, using a depth interview approach. Cognitive interviews focused on new questions to the survey, rather than those that were repeated from ERWS/2005 FTWS.

Cognitive testing was carried out on two Saturdays in February and March 2008 in Bristol and Leeds at single venue locations (as opposed to in-home). All interviews were carried out by the TNS-BMRB researchers working on the project. Weekends were chosen for the fieldwork as it was felt that this would be the best time to get hold of working people, especially given that interviews could potentially last up to 45 minutes.

An incentive of £20 was offered to each person who took part in the cognitive tests. Participants were recruited on the basis of rough quotas to ensure that a mix across gender, age and job type was obtained.

A written report detailing the findings from the cognitive testing was provided to BIS and a number of changes were made to the questionnaire as a result of the findings.

3.2.2 Pilot survey

The pilot was conducted in home, between the 7th and 12th July 2008 and a total of sixty interviews were conducted; quotas were set on age and gender. Interviewers were briefed face-to-face before the pilot began by TNS-BMRB researchers. The interviews were conducted by nine interviewers in ten sample points – Hackney, Sutton, Kirklees, Warrington, Leicester, Stoke-on-Trent, Medway Towns, Monmouthshire, Maldon, North Wiltshire.

Following completion of the fieldwork, interviewers attended a debrief in London to discuss their findings, make suggestions and to discuss the difficulties which they or respondents had with the survey. Following this feedback, further changes were made to the questionnaire.

4 Fieldwork

4.1 Briefing of interviewers

All interviewers attended a 1 day face-to-face briefing.

Twelve briefings were carried out by TNS-BMRB researchers between the 27th August and 10th September 2008. Briefings were held in the following locations:

- London
- Wotton-Under-Edge, Gloucestershire
- Cambridge
- Sutton Coldfield
- Warrington
- Wakefield
- Edinburgh

The briefing covered the following areas:

- The project background and the policy objectives
- Random probability sampling and how to maximise the response rate
- Who is eligible to take part in the survey
- A quick run-through of the questionnaire and the self completion element, focussing on key questions
- A run-through of the entire questionnaire with interviewers taking it in turns to ask the TNS-BMRB researchers the questions

Interviewers were also given a set of written instructions. The interviewer instructions can be found in Appendix A.

4.2 Respondent letter and leaflet

All sampled addresses were sent a letter in advance of the interviewer's first visit. The letter gave a brief introduction to the survey and stressed the importance of taking part. The letter also stressed that all information would be kept confidential.

In order to try and maximise the response rate, the letter was sent on BERR (as was) headed paper, was addressed from the research project manager at BIS

and explained that the information gathered would be used to improve policies and practices in the workplace.

Letters were posted to sampled households by first class post approximately a week before each month's fieldwork commenced.

Interviewers were also given a copy of the letter so that on the door step they could use them as a prompt.

Interviewers gave respondents a leaflet at the end of the interview; this contained information regarding rights at work and also had details regarding sources people could use to obtain more details about their rights at work.

For addresses in Wales, the advance letter and the leaflet were both provided in English and Welsh. Copies of the leaflet and advance letter can be found in Appendix B and Appendix C.

4.3 Contacting procedures

Interviewers were required to make at least 6 attempts to contact at each sampled address. They had to make these calls on different days of the week, and at different times of day. At least two calls had to be at a weekend, and at least one call in the evening.

Interviewers were required to spread their calls out over a period of at least three weeks, to maximise the chance of making contact.

Each time interviewers called at an address they recorded the outcome in the CAPI machine.

4.4 Dedicated helpline and email address

A freephone survey helpline was set up at TNS-BMRB; the advance letter included the freephone number, which respondents could ring if they had any queries about the research. The helpline was answered during office hours by a member of the TNS-BMRB research team, with an answer phone operating out of hours.

An email address was also set up, allowing respondents to get in touch with the survey team with any queries.

4.5 Reminders for the self-completion element

Respondents who agreed to complete the self-completion element but whose questionnaires were not received by TNS by the middle of the month after which they were interviewed were sent a reminder including a new copy of the questionnaire to complete.

4.6 Response rates

The overall response rate for the survey among eligible adults was 57%. This was calculated by dividing the total number of interviews (4,010) by the total number of eligible adults identified (5,903), plus the estimated number of eligible adults among those whose eligibility was unknown (1,092).

Eligibility

As outlined above, the number of eligible adults for the purpose of calculating the response rate was based on those known to be eligible through screening, plus a proportion of those unproductive cases where eligibility was not established. The estimated eligibility in unknown cases was based on the eligibility rate among cases where eligibility was established.

Eligibility was established for 12169 cases (Not eligible + Refusals + Other non-response + No contact with selected respondent + Interview completed). Of these, 5903 were established as eligible (Refusals + Other non-response + No contact with selected respondent + Interview completed). This gives an eligibility rate of 0.4851.

Multiplying the eligibility rate (0.4851) by the number of cases where eligibility was unknown (2252) gives an estimated additional eligible number of 1092.

The total number assumed eligible is therefore Established as eligible (5903) plus Estimated eligible where eligibility unknown (1092), which equals 6995.

Table 1 shows a breakdown of the eligible, not eligible and eligibility unknown categories.

Table 1. Survey outcomes (eligible, not eligible and eligibility unknown)

	Number	Percentage
Total addresses issued	14,421	100%
Not eligible	6,266	43.5%
<i>Not yet built</i>	25	0.2%
<i>Derelict/demolished</i>	47	0.3%
<i>Vacant/empty</i>	433	3.0%
<i>Non-residential address</i>	178	1.2%
<i>Occupied but not residential</i>	92	0.6%
<i>Communal establishment</i>	51	0.4%
<i>No employees in the last two years</i>	5,331	37.0%
<i>Other ineligible</i>	109	0.8%
Eligibility unknown	2,252	15.6%
<i>Inaccessible</i>	13	0.1%
<i>Unable to locate address</i>	154	1.1%
<i>Information refused about whether address is residential</i>	10	0.1%
<i>Non-contact – unknown whether address is residential</i>	32	0.2%
<i>Contact made but refusal to complete screening</i>	1,531	10.6%
<i>Non-contact – screening not completed</i>	417	2.9%
<i>Inadequate English</i>	22	0.2%
<i>Other unknown eligibility (contacted)</i>	66	0.5%
<i>Other unknown eligibility (not contacted)</i>	8	0.1%
Established as eligible	5,903	40.9%

Source: BIS's FTWS 2008

Table 2 shows the breakdown of final outcomes among respondents established as eligible, and the final response rate among the estimated total number of eligible respondents (including those established as eligible, and the estimated additional eligible among those where eligibility was unknown).

Table 2. Survey outcomes (eligible, not eligible and eligibility unknown)

	Number	Percentage (based on those established as eligible)	Percentage (based on those established as eligible and assumed to be eligible)
Established as eligible	5,903	100%	
Refusals	1,575	26.7%	
<i>Office refusal</i>	27	0.5%	
<i>Refusal by selected respondent</i>	1,121	19.0%	
<i>Refusal by proxy</i>	247	4.2%	
<i>Refusal during interview</i>	5	0.1%	
<i>Broken appointment</i>	175	3.0%	
Other non-response	283	4.8%	
<i>Ill at home</i>	26	0.4%	
<i>Away/in hospital</i>	119	2.0%	
<i>Physically/mentally unable</i>	9	0.2%	
<i>Inadequate English</i>	50	0.8%	
<i>Other</i>	79	1.3%	
No contact with selected respondent	35	0.6%	
Estimated eligible where eligibility unknown	1,092		
Total assumed eligible	6,995		100%
Interview completed	4,010		57.3%

Source: BIS's FTWS 2008

Of the 4,010 people who took part in the survey, 3,608 accepted the self completion questionnaire at the end of the interview. By the 16th March 2009, 2,125 completed questionnaires had been received, giving a response rate of 58.9%. Postal fieldwork was kept open until March in order to ensure that respondents who were interviewed in January had plenty of time to send back their questionnaires (reminders were sent to them in February).

5 Data preparation and outputs

5.1 Introduction

All aspects of coding and data preparation were carried out by the TNS-BMRB in-house analysis team, who worked in close conjunction with the research team.

As the main interviews were conducted via computer assisted personal interviewing (CAPI), there was no need for data entry. Routine data editing was also not required, since the electronic script automatically guides the interviewer to the correct questions.

The self-completion questionnaires were scanned in and an edit program set up to process these.

5.2 Coding of open questions and “other” answers

There were three open questions which were coded; for Q6.48 the code frame from the 2005 Employment Rights at Work survey was used, whereas for Q6.34 and Q6.45 new code frames were created.

Where questions allowed interviewers to enter an “other” answer, these answers were examined to determine whether they could be back-coded into one of the pre-codes. If these answers did not fit into any of the existing codes and similar themes were coming up, then new codes were raised; otherwise the answers were kept as “others”.

A copy of the code frames is included in Appendix F.

The responses for three open questions were not coded as either the answers to these were too varied to be grouped in a logical way, or the question was asked to assist with completing follow-up questions. These questions were:

- 5.9a and 5.9b (What was the other problem or difficulty to do with employment rights or physical or psychological health or wellbeing)
- 6.5 (What was the nature of the problem or difficulty experienced)

- 8.21a (Is there anything else you would like to say that hasn't already been covered)

5.3 Coding of industry and occupation

Respondents were asked about the industry they worked in and their occupation. For those not currently working this was asked about their most recent job. For those with more than one job, details were collected about their main job.

The industries that respondents worked in were coded to two digits using the Standard Industry Classification (SIC 2007). The occupations of respondents were coded to sub-major groups using the Standard Occupational Classification (SOC 2000).

Occupation coding was carried out using the automated coding program CASCOT, developed by the Institute for Employment Research at the University of Warwick.

The National Statistics Socio-Economic Classification (NS-SEC) was derived and added to the dataset.

Further details of the coding system and codes can be obtained from the Office for National Statistics.

5.4 Edits for the self-completion questionnaire

If a single code question was multi coded with a respondent giving one answer and "don't know", the "don't know" code was deleted and the other answer was taken.

If there were any other (non-permitted) combinations of multi coding, the respondent was assigned to the "no answer" code.

5.5 Tables

Tables were produced at the end of fieldwork showing the responses to the questions by standard and special cross-breaks. The standard breaks used were:

- Gender
- Age
- Ethnicity
- Religion

- Whether the respondent has a long standing illness or condition
- Sexual orientation
- Country of birth
- Housing tenure
- Presence of children in the household
- Current / former employment
- Organisation type (public, private or third sector)
- Contract type (permanent or non-permanent)
- Working status
- Number of employees at the workplace
- Managerial duties (yes or no)
- Length of service
- Earnings
- Trade Union / Staff Association membership
- Whether they have had problems at work
- Whether they earn less than £6.50 per hour
- Government Office Region
- Country
- Whether they have a HR/personnel department at work
- Whether their employer recognises a Trade Union
- Whether they have had equal opportunities training
- One job / more than one job
- Academic qualifications
- Fluency in English
- NS-SEC
- SIC

5.6 Data files

An SPSS data file has been provided to BIS. Data will be archived at the UK Data Archive.

5.7 Weighting

Weighting was necessary to correct for unequal probabilities of selection and also to compensate differential non-response across survey sub-groups.

Design weights

Design weights were applied to correct for the unequal probabilities of selection introduced by:

- Selecting one dwelling unit for interview from all eligible dwelling units at the sampled address;
- Within the selected dwelling unit, selecting one adult for interview from all the eligible adults in the household.

The weight for each respondent was calculated as the number of eligible adults in the household multiplied by the number of dwelling units at the address. The average design weight was 1.60.

Non-response weights

The achieved sample compared profile was compared with Labour Force Survey (LFS) data for current employees for Age; Gender; Government Office Region; Full time / part time; Ethnicity and Industry sector.

The main discrepancies between the survey profile and the LFS were in respect of gender, age group and region, with the other categories being largely in line with LFS data. Therefore it was decided to weight by age within gender within Government Office Region. A weighting matrix was derived and cell weights calculated and applied.

Final weight

The final weight was calculated by multiplying the design weight by the non-response weight. A scaling factor was applied so that the weighted sample size was equal to the achieved sample size. The final weight was capped at 5.

Sample profiles

Table 3 shows the profile of the unweighted and weighted survey samples compared with the LFS, for a range of variables. The profile of respondents who completed the self-completion questionnaire is also shown. It should be borne in mind that the LFS sample does not exclude the self-employed in the way that FTWS 2008 did, which may account for some of the differences in sample profiles observed.

Table 3. Weighted and unweighted sample profiles compared with LFS

	LFS	FTWS 2008 interview				FTWS 2008 self-completion			
	%	N	%	N	%	N	%	N	%
Government Office Region									
North East	4.2	140	3.5	167	4.2	93	4.4	111	5.4
North West	11.2	508	12.7	448	11.2	230	10.8	203	9.9
Yorkshire and the Humber	8.6	338	8.4	345	8.6	207	9.7	207	10.1
East Midlands	7.8	313	7.8	312	7.8	186	8.8	170	8.3
West Midlands	8.8	384	9.6	356	8.9	176	8.3	158	7.7
East	9.8	366	9.1	388	9.7	186	8.8	206	10.0
London	12.7	410	10.2	511	12.7	170	8.0	202	9.9
South East	14.7	686	17.1	588	14.7	415	19.5	347	16.9
South West	8.7	364	9.1	347	8.6	228	10.7	209	10.2
Wales	4.6	160	4.0	185	4.6	74	3.5	77	3.8
Scotland	9.0	341	8.5	364	9.1	160	7.5	163	8.0
Ownership									
Private	72.1	2785	70.5	2805	71.0	1308	61.6	1283	62.5
Public	27.9	1165	29.5	1143	29.0	687	32.3	644	31.4
Industry (SIC07)									
Agriculture and fishing	0.5	45	1.1	42	1.0	23	1.1	22	1.0
Energy and water	2.0	130	3.2	135	3.4	58	2.7	60	2.9
Manufacturing	11.9	261	6.5	257	6.4	139	6.5	138	6.7
Construction	6.6	198	4.9	201	5.0	76	3.6	74	3.6
Distribution, hotels and restaurants	19.6	615	15.3	642	16.0			320	15.6
Transport and communication	9.4	361	9.0	388	9.7	167	7.9	172	8.4
Banking, finance and insurance	13.8	892	22.2	906	22.6	488	23.0	491	23.9
Public administration, education and health	31.4	1151	28.7	1090	27.2	685	32.2	616	30.0
Other services	4.6	357	8.9	350	8.7	173	8.1	160	7.8
Workplace size (employees)*									
1-9	18.7	712	18.4	720	18.6	384	18.5	385	19.2
10-24	15.2	692	17.9	695	18.0	378	18.2	359	17.9
25-499	48.0	1794	46.5	1773	45.9	968	46.7	912	45.5
500 or more	18.1	663	17.2	674	17.5	344	16.6	349	17.4
Trade union recognition									
Yes	46.7	1543	41.8	1514	41.4	900	42.4	858	41.8
No	53.3	2145	58.2	2140	58.6	1089	51.2	1046	51.0
Personnel/HR department									
Yes	n/a	2956	75.7	2945	75.5	1604	75.5	1545	75.3
No	n/a	947	24.3	956	24.5	485	22.8	472	23.0
Equal opportunities policy									
Yes	n/a	3213	88.5	3188	87.8	1789	84.2	1711	83.4
No	n/a	417	11.5	441	12.2	170	8.0	187	9.1
Total	100	4010	100	4010	100	2125	100	2052	100

* LFS reports the lowest workplace size band as '1-10' and then '11-24'. n/a = not available.
Source: Labour Force Survey October-December 2008; BIS's FTWS 2008

Table 3 Weighted and unweighted sample profiles compared with LFS (continued)

	LFS	FTWS 2008 interview				FTWS 2008 self-completion			
	%	unweighted		weighted		unweighted		weighted	
		N	%	N	%	N	%	N	%
Occupation (NS-SEC)									
Managerial and professional	46.3	1519	38.3	1481	37.4	846	39.8	812	39.6
Intermediate	13.7	824	20.8	834	21.0	446	21.0	423	20.6
Routine and manual	40.0	1618	40.8	1650	41.6	814	38.3	799	38.9
Managerial/supervisory duties									
Yes	37.5	1543	41.8	1514	41.4	839	39.5	810	39.4
No	62.5	2145	58.2	2140	58.6	1286	60.5	1243	60.6
Employment status									
Permanent	94.3	3701	92.4	3668	91.6	1979	93.1	1901	92.6
Not permanent	5.7	304	7.6	338	8.4	146	6.9	152	7.4
Full time	74.4	2946	74.3	2969	74.9	1509	71.6	1475	72.4
Part time	25.6	1017	25.7	996	25.1	600	28.4	563	27.6
Number of jobs									
One job	96.2	3463	95.9	3495	96.2	1826	95.3	1780	95.6
More than one	3.8	148	4.1	137	3.8	90	4.7	82	4.4
Equal opportunities training									
Yes	n/a	1639	41.3	1640	41.3	888	41.8	867	42.3
No	n/a	2333	58.7	2335	58.7	1223	57.6	1171	57.1
Trade union/staff association member									
Yes	27.2	1186	30.8	1168	30.5	650	31.8	615	31.3
No	72.8	2670	69.2	2658	69.5	1394	68.2	1348	68.7
Length of employment									
Up to 1 year	16.5	559	14.1	610	15.3	249	11.8	259	12.7
1 to 2 years	12.2	702	17.7	750	18.9	333	15.8	336	16.5
3 to 5 years	23.1	796	20.1	790	19.9	415	19.7	398	19.5
6 to 15 years	31.1	1179	29.7	1161	29.2	640	30.3	613	30.1
More than 15 years	17.1	730	18.4	664	16.7	473	22.4	434	21.3
Earnings per year (£'000)									
Under 15	37.9	1372	37.4	1399	37.9	741	36.8	713	36.5
15-24.99	29.7	1021	27.8	1015	27.5	564	28.0	533	27.3
25-39.99	21.4	826	22.5	844	22.9	462	22.9	463	23.7
40+	11.0	449	12.2	431	11.7	248	12.3	243	12.4
Earn less than £6.50 per hour									
Yes	21.0	447	17.3	462	16.7	199	13.6	191	13.6
No	79.0	2237	82.7	2213	83.3	1235	84.6	1194	84.7
Total	100	4010	100	4010	100	2125	100	2052	100

n/a = not available.

Source: Labour Force Survey October-December 2008; BIS's FTWS 2008

Table 3 Weighted and unweighted sample profiles compared with LFS (continued)

	LFS	FTWS 2008 interview				FTWS 2008 self-completion			
	%	N	%	N	%	N	%	N	%
Age group									
16-24	15.3	454	11.3	614	15.3	165	7.8	223	10.9
25-34	22.2	838	20.9	893	22.3	352	16.6	361	17.6
35-49	37.1	1563	39.0	1484	37.0	828	39.0	782	38.1
50-retirement age	21.4	870	21.7	858	21.4	603	28.4	552	26.9
Retirement age +	4.0	285	7.1	161	4.0	177	8.3	134	6.5
Sex									
Male	51.1	1954	48.7	2051	51.1	932	43.9	950	46.3
Female	48.9	2056	51.3	1959	48.9	1193	56.1	1102	53.7
Ethnicity									
White	90.5	3620	90.5	3592	89.7	2003	94.3	1929	94.0
BME/Other	9.5	381	9.5	411	10.3	121	5.7	122	6.0
Country of birth									
UK	87.0	3521	87.9	3481	86.9	1926	90.6	1838	89.6
Non UK	13.0	484	12.1	525	13.1	196	9.2	212	10.3
Highest educational qualification									
Degree or equivalent	24.2	1125	28.2	1114	27.9	648	30.5	621	30.3
HE (below degree)	9.8	497	12.4	471	11.8	301	14.2	275	13.4
A/AS level	22.9	700	17.5	757	18.9	359	16.9	375	18.3
GCSE (A-C)	22.6	749	18.8	760	19.0	360	16.9	355	17.3
Other	12.3	526	13.2	528	13.2	261	12.3	252	12.3
None	8.1	397	9.9	365	9.1	188	8.8	166	8.1
Children in household*									
Yes	n/a	1599	40.0	1562	39.0	821	38.6	804	39.2
No	n/a	2402	60.0	2441	61.0	1304	61.4	1248	60.8
Longstanding illness/disability**									
Yes	13.0	506	12.6	474	11.8	292	13.7	264	12.9
No	87.0	3495	87.4	3529	88.2	1829	86.1	1786	87.0
Sexual Orientation									
Heterosexual	n/a	3877	98.3	3873	98.1	2070	97.4	1991	97.0
Gay/Lesbian/Bi	n/a	67	1.7	74	1.9	36	1.7	43	2.1
Religion									
Christian	72.3	2760	69.3	2705	67.9	1567	73.7	1506	73.4
Other/none	27.7	1223	30.7	1279	32.1	556	26.2	545	26.5
Total	100	4010	100	4010	100	2125	100	2052	100

* Difficult to compare LFS with FTWS because the former samples entire household while the latter chooses one person from the household at random. ** LFS derived variable on DDA defined and work-related disability used to compare with FTWS measure, but not entirely comparable. n/a = not available.

Source: Labour Force Survey October-December 2008; BIS's FTWS 2008

Appendices

Appendix A	Interviewer instructions
Appendix B	Advance letter
Appendix C	Survey leaflet
Appendix D	CAPI questionnaire
Appendix E	Self-completion questionnaire
Appendix F	Code frames

A Interviewer instructions

BERR Fair Treatment at Work Survey

Interviewer Instructions

JN: 17438

September 2008



Survey Background

This project is being carried out on behalf of the Department for Business, Enterprise and Regulatory Reform (BERR), by TNS working in collaboration with the University of Cardiff.

The survey covers awareness, knowledge and exercise of employment rights, as well as experience of problems and unfair treatment at work, and actions respondents have taken to try to resolve problems. A previous survey of Employment Rights was carried out in 2004, and a survey of Fair Treatment in 2005.

The main aims of the study are:

- To assess individuals' general awareness of their employment rights
- To find out about understanding of the national minimum wage legislation in particular
- To find out what sources of information and advice respondents would use if they had a problem with their rights at work
- To assess the extent of experience of problems at work to do with employment rights
- To assess the extent of perceived experience of unfair treatment at work (including bullying and sexual harassment)
- To find out where people who have experienced problems have sought advice and guidance, and what they have done to try to resolve the problem.

The survey includes a wide range of demographic and classificatory questions, in order to explore personal and workplace characteristics that are associated with different levels of experience of problems, awareness of rights and so on.

Who to Interview

Respondents are eligible to take part in the survey if they are currently working as an EMPLOYEE, or if they have worked as an employee in the past two years.

The CAPI questionnaire includes screening questions to determine eligibility.

We are interviewing adults aged 16+ who have been employees in the past two years. Note that there is no upper age limit, so respondents who are above the standard working age but who are still employees or who have been in the past two years are still eligible to take part.

For the purposes of this survey, an employee is defined as someone who is paid a salary or wage and works for an organisation, business, or individual.

The following **count** as employees:

- Permanent employees, casual workers, people working as temps or agency workers, and people working on a fixed term contract.
- Individuals who are no longer working as employees, but who have been employees in the past two years.

The following **do not count** as employees:

- People who have only worked on a self-employed basis over the past two years. If, however, they are currently self-employed but have also been an employee in the past two years, then they would be eligible to take part.
- People whose only job in the past two years has been as Managing Director of their own company.

Your Assignment

This survey is being conducted using random probability sampling which means there are a limited number of addresses which have been randomly selected for this survey.

You must call at the addresses provided to you in your assignment and you can not make any substitution.

You must screen and interview one eligible respondent within the address – the questionnaire will assist you to do this.

Achieve an interview at as many addresses as possible

There is a target response rate and the higher the response rate the more representative the survey is.

You have been issued with 33 pre-selected addresses. We expect 3 (9%) to be deadwood & 18 (60%) of the rest to be eligible. Your assignment therefore is a minimum of 10 interviews from 33 addresses. If 10 Interviews were achieved out of 18 eligible addresses this would result in a response rate of 56%; this is around the level of response we are expecting. Please remember that response rates will vary to some extent *across sample points*, the aim is for *as many completed interviews as possible*.

All respondents will have been pre-mailed with a letter from BERR explaining the purpose of the survey and that TNS are conducting the survey. Please ensure that you have a copy of the letter

with you to show respondents. You will also have spare copies of this letter should you wish to give another copy to the respondent for them to keep.

You will need to make at least 6 calls at each of your listed addresses. As advised in the briefing, you must vary your call patterns. You will need to make 2 calls between 6-9pm, and 4 calls at the weekend.

An outcome code should be entered every time you visit an address, with the final visit at an address having a final outcome code. An outcome code must be recorded for every address in your assignment. Please note that the outcome code 'Broken appointment with selected person' is a **final** outcome code and you will not be able to re-visit the address if this code is selected.

Introducing the Survey

The suggested introduction is in the CAPI script and is as follows:

Hello. My name is I work for TNS Field Ltd and I am conducting a survey of behalf of the Department for Business. The survey is about people's experiences at work and their rights as employees.

The interview length depends on the answers you provide but on average lasts 45 minutes.

Here is a leaflet which tells you about market research and explains your rights under our industry code and the Data Protection Act.

INTERVIEWER: HAND OUT LEAFLET

The Questionnaire

The questionnaire covers the following:

Section 1 – Awareness of employment rights

Section 2 – Knowledge of specific employment rights

It is important to stress that this is not a test of respondents' knowledge – all responses are equally valid. One of the aims of the research is to find out how much people do know about their rights at work. This means it is important that all respondents answer this section as best they can. Please encourage people to give their best guess, even if they are not sure their answer is correct.

Section 4 – Sources of information and advice

Section 5 – Experience of problems at work

This section covers a wide variety of problems people might experience at work. In some cases these may be sensitive e.g. experience of bullying or harassment. We would like to get information on ALL problems respondents have experienced, including problems the respondent thinks are minor as well as major.

Section 6 – Resolving problems and disputes

Initially this section focuses on the problem the respondent says was the most serious. Further questions follow up specifically on experience of unfair treatment, discrimination, sexual harassment and bullying.

Section 7 – Job and employer characteristics

Section 8 – Socio-demographics and other individual characteristics

Self-completion

There is a short self-completion questionnaire to hand out at the end of the interview. Respondents are offered a £5 incentive if they agree to complete the self-completion.

Please remember to complete your interviewer number and the date and time of the interview, before passing the questionnaire to the respondent.

If the respondent wants to complete the questionnaire straight away, please wait while they do so and ask them to pass it to you in a sealed envelope.

Otherwise, leave a reply-paid envelope for the questionnaire to be returned to TNS.

Survey Leaflet

After the interview, please give each respondent a copy of the leaflet which includes information on where they should go if they want advice on employment rights or problems at work.

Good luck with the project!

B Advance letter

Name
Address1
Address2

Date

Dear Sir/Madam

I am writing to ask for your help with an important survey.

The Department for Business, Enterprise and Regulatory Reform (BERR) is the government department responsible for legislation which ensures people are treated fairly in the workplace and their rights at work are understood. To help us with our work in this area, we are conducting a survey about people's experiences at work. The results of the survey will help us to develop policies that encourage fair treatment in the workplace.

We have commissioned TNS Social Research, an independent research organisation, to carry out the survey on our behalf. An interviewer working on behalf of TNS will contact you in the next few weeks to see if you will be able to take part. The interviewer will carry an identification card.

Your address has been randomly selected from the Post Office's national list of addresses. We would like to interview one person aged 16 or over who is currently working as an employee or has worked as an employee in the last two years. If there is more than one person who is eligible, the interviewer will randomly select one to interview. You may wish to show this letter to other people in your household just in case they are selected.

We rely on people's voluntary co-operation in this survey and hope that you will be able to take part. All information given will be treated in the strictest confidence. No information identifying you or your household will be passed to BERR or to any other organisation without your consent.

If you wish to know more about the survey, please ring TNS on Freephone 0800 018 7011 or by email: FTW2008@tns-online.com

Yours faithfully



Ian Rutherford
Statistical Advisor
Employment Market Analysis & Research (EMAR)
1 Victoria Street
London
SW1H 0ET

C Survey leaflet

Your Rights at Work

Thank you for taking part in this survey. Here is a short summary to provide answers to some of the questions raised in the survey. It should not be taken as a definitive statement of your legal rights at work as some of these are complex and vary with a range of individual and other circumstances. Workers may in addition be permitted a range of other legal entitlements not covered here.

This leaflet was up to date at the time of the survey (Autumn 2008) but legislation may change. Please use the websites or helplines to at the end of the leaflet for up to date information.

Working hours: In general an employer can not require a worker to work more than an average of 48 hours a week. The exception to this is where the worker *voluntarily* signs a document saying that he or she is prepared to work over this limit.

Breaks: Workers are generally entitled to a range of breaks:

- Adult workers are entitled to an in-work break of at least 20 minutes if their working day is longer than six hours
- Eleven consecutive hours of rest between each working day
- A rest day of at least one day a week or two days a fortnight

Paid holiday: Workers are entitled to at least four weeks paid holiday a year. In 2008 legislation was passed to exclude public holidays from this entitlement. Based on working a five day week workers are now entitled to 24 days and from next year (2009), this will rise to 28 days (four weeks paid holiday plus all eight annual bank holidays).

Pay: Workers are entitled to a minimum hourly rate of pay. This right applies to all workers aged 16 and over from the first day of their employment but the minimum does vary with age. The rates from 1 October 2008 will be:

- 16-17 year old - £3.53
- 18-21 year olds - £4.77
- 22 and over - £5.73

Contract of employment: Within two months of starting with a new employer an employee is entitled to written statements setting out the main terms and conditions under which they are being employed.

Your rights as a part time worker: Part-time workers have the right not to be treated less favourably than comparable full-timers and should receive all equivalent rights.

Disciplinary and grievance matters: Workers have a number of rights when it comes to disciplinary and grievance matters within the workplace. Workers have the right not to be unfairly dismissed after being with an employer for more than one year and employers must act in a reasonable manner when enforcing disciplinary procedures. Workers also have the right to take an employer to an Employment Tribunal if treated unfairly. Further information on these issues can be found on some of the websites listed on the next page.

Family commitments: Workers have a number of legal rights to assist with family commitments. Parents have the right to request flexible working hours, maternity leave and pay, paternity leave and pay and adoption leave. Workers can also take time off to look after dependants in an emergency and take unpaid parental leave.

Being discriminated against: It is unlawful to discriminate (directly or indirectly) against a person at work because of their race, gender, disability, sexual orientation, age or religion.

Help and Advice

If you would like more information about your rights at work, you can contact the following:

ACAS

Improving organisations and working life through better employment relations

Helpline: 08457 474747 (08456 061600 for Minicom users)

www.acas.org.uk

Citizens Advice Bureau

www.adviceguide.org.uk/index/life/employment.htm

or visit your local CAB office

DirectGov

www.direct.gov.uk/en/Employment/Employees/index.htm

If you feel that you have been affected by negative behaviour in the workplace, including bullying or harassment, and want to speak to someone about this, you can contact the help and advice line operated by the organisations below:

Andrea Adams Trust

The only UK charity dedicated to tackling workplace bullying

01273 704900

www.andreaadamstrust.org

Dignity at Work – Now (DAWN)

A Midlands based anti-bullying campaign and support group

<http://www.dignityatworknow.org.uk>

Just Fight On

A not-for-profit anti-bullying organisation

01753 610536

<http://www.jfo.org.uk>

Equalities and Human Rights Commission (EHRC)

EHRC is the new organisation that represents gender equality opportunities, race equalities and disability rights

<http://www.equalityhumanrights.com>

The Commission has set up a series of Helplines covering different equalities issues and the countries of the United Kingdom:

England - disability

EHRC Helpline England

08457 622 633- England main number

08457 622 644- England textphone

England - race, age, gender, sexual orientation, religion and belief and human rights

EHRC Helpline England

0845 604 6610 - England main number

0845 604 6620 - England textphone

Wales

EHRC Helpline Wales

0845 604 8810 - Wales main number,

0845 604 8820 - Wales textphone,

Scotland

EHRC Helpline Scotland

0845 604 5510 - Scotland main number

0845 604 5520 - Scotland textphone

D CAPI questionnaire

SECTION 1.A DOORSTEP SCREENING, ALL ADULTS 16 PLUS
ASK ALL
DOORSTEP SCREENING

Hello. My name is I work for TNS Field Ltd. We recently sent you a letter on behalf of the Department for Business, Enterprise and Regulatory Reform telling you that your household had been selected to take part in a survey which TNS is carrying out on their behalf about people's experiences at work and their rights as employees.

IF NECESSARY: The letter explained that all of the information I collect will be treated in the strictest confidence according to your rights under our industry code and the Data Protection Act

First of all, can I just check, is this your household's main residence or not?

1. Yes - **CONTINUE**
2. No – **CLOSE**
3. REFUSED ALL INFORMATION – **CLOSE**

ASK ALL EXCEPT 'REFUSED'

Your household has been selected at random to ensure we collect a representative picture of people's experiences across Britain. Before I start, I need to collect information about who is in your household so that the programme can select someone to take part in the interview. Again this is just to ensure we gather a range of opinions and experiences.

IF NECESSARY: Just to reassure you this information is to help check who is eligible and to select who to interview. Personal information that can identify the individuals in your household will remain confidential.

How many adults aged 16+ live in your household, including yourself AND ANY OTHER ADULTS OR YOUNG PEOPLE who live here?

- 1..14
 DK – **CLOSE**
 REFUSED ALL INFORMATION – **CLOSE**

INTERVIEWER IF ASKED INCLUDE:

- People who normally live at address who are away for under 6 months
- Boarders and lodgers living as part of the household

EXCLUDE:

- People who live elsewhere to study or work but who come home for holidays
- Spouses/civil partners who are separated and no longer resident
- People away continuously for 6 months or more

ASK ALL EXCEPT 'DK/REFUSED'

Have you / Have any of these people had a paid job at any time in the last two years, either on a permanent basis or as a temporary employee or worker, fixed term, casual or agency worker?

Please do not include anyone who has only worked abroad or on a self-employed basis or as a Managing Director of their own company.

INTERVIEWER: PLEASE TYPE IN THE NUMBER OF PEOPLE IN THE HOUSEHOLD THAT SATISFY THE CONDITION ABOVE.

WRITE IN NUMBER 0...14
 DK- **CLOSE**
 REFUSED- **CLOSE**

ASK IF AT LEAST ONE ELIGIBLE AND NOT DK OR REF**DETAILS OF ELIGIBLE HOUSEHOLD MEMBERS**

First name
 Age (or age band)
 Gender

Collected for all eligible household members

SELECTING ELIGIBLE HOUSEHOLD MEMBER FOR INTERVIEW

INTERVIEWER: BELOW IS A LIST OF ELIGIBLE ADULTS. CHECK THAT ALL ELIGIBLE ADULTS ARE LISTED AND THEIR DETAILS ARE CORRECT. CHECK THAT LIST INCLUDES THE PERSON YOU ARE SPEAKING TO IF ELIGIBLE

Name, Gender, Age displayed for all eligible adults

1. List is correct - **CONTINUE**
2. List is incorrect - **GO BACK TO SCREENING**

PROGRAMME TO SELECT ONE ELIGIBLE **ADULT AGED 16+** AT RANDOM FROM THE ELIGIBLE HOUSEHOLD MEMBERS TO TAKE PART IN THE SURVEY. WHERE ONLY ONE ELIGIBLE PERSON IN HOUSEHOLD AGED 16+, THAT PERSON WILL AUTOMATICALLY BE SELECTED FOR INTERVIEW

INTRODUCING INTERVIEW TO SELECTED RESPONDENT

INTERVIEWER: MAKE SURE YOU ARE SPEAKING TO THE PERSON SELECTED FOR INTERVIEW AT THIS POINT.

READ OUT IF NECESSARY IF YOU HAVE NOT SPOKEN TO THIS PERSON DURING THE SCREENING QUESTIONS:

Your household has been selected to take part in a survey which TNS is carrying out on behalf of the Department for Business, Enterprise and Regulatory Reform, about people's experiences at work and their rights as employees. You have been selected for interview.

READ OUT:

Are you available to do the interview just now? The interview length depends on the answers you provide but on average lasts 45 minutes.

IF NECESSARY:

It is important that we interview a range of people across Britain so we get a true picture of people's experiences. You will be able to refuse to answer any questions you do not want to answer as we go through the interview.

1. Yes **GO TO START OF MAIN INTERVIEW**
 2. No **MAKE APPOINTMENT TO INTERVIEW**
- REFUSED INTERVIEW **CLOSE**

SECTION 1.B	SCREENING / FILTERING QUESTIONS IN INTERVIEW
--------------------	---

ASK ALL**QA****SINGLECODE**

SHOW SCREEN

Which of these best describes your main current activity?

INTERVIEWER: IF MORE THAN ONE, CODE FIRST TO APPLY

Working for an employment agency on assignment to a company

Working for an employer

Self-employed

Owner of your own business

In full-time education

Looking after the home or family

Permanently retired from work

Unemployed and seeking work

Waiting to take up paid work already obtained

Registered with an employment agency and waiting for work

On a Government work or training scheme

Doing unpaid work for a business that you own, or that a relative owns

Long term sick or disabled

Temporarily unable to work because of short-term illness or injury

Something else (specify)

Don't Know

ASK IF 'WORKING FOR AN EMPLOYMENT AGENCY' OR 'WORKING FOR AN EMPLOYER' AT QA**QB**

SHOW SCREEN

How many separate paid jobs do you currently have?

One

More than one

ASK IF 'SELF-EMPLOYED' TO 'DON'T KNOW' AT QA**QC****Have you been in paid work at any time within the last 2 years? Please exclude self-employment and employment abroad.**

Yes

No – SCREEN OUT

ASK IF 'YES' AT QC**QD**

SHOW SCREEN

How long ago was it since you were last in paid work – please exclude self-employment and employment abroad?

Still in paid work

Within the last 6 months

6 months up to one year ago

One to two years ago

More than two years ago - SCREEN OUT

DK - SCREEN OUT

ASK IF 'WORKING FOR AN EMPLOYMENT AGENCY' OR 'WORKING FOR AN EMPLOYER' AT QA, OR 'STILL IN PAID WORK' TO 'ONE TO TWO YEARS AGO' AT QD**QE****(In your main job) Are you/Were you paid for your work... READ OUT**

By the organisation you do the work for

By an employment agency for work undertaken on assignment to a company

By someone else SPECIFY _____

Don't know

IF 'NO' AT QC OR 'MORE THAN TWO YEARS AGO' OR 'DON'T KNOW' AT QD

Respondent screened out – check if any other eligible adults in household from contact sheet; if so re-select eligible adult from those in household

SECTIONS 2-4 RANDOMISED SO THAT ONLY TWO OF SECTIONS 2, 3 AND 4 ARE ASKED PER RESPONDENT

SECTION 2 AWARENESS OF EMPLOYMENT RIGHTS**ASK ALL UNLESS OTHERWISE SPECIFIED****2.1**

READ OUT

In this interview I will be asking you some questions about your rights at work.

By rights at work, I mean your legal rights, that is, the things you are entitled to by law.

It doesn't matter how much you know about your rights at work – some people will know more than others.

2.2

So, first of all, very generally, how well informed do you feel about your rights at work?

SHOW SCREEN/READ OUT

Very well informed

Well informed

Not very well informed

Not well informed at all

Don't know

2.3**And would you say...**

READ OUT ...

...you know as much as you need to know about your rights at work or could you do with knowing more about your rights at work?

Don't know

IF 'MORE THAN ONE JOB' AT QB**2.3a**

READ OUT

You've said that you have more than one job. For the rest of the survey I would like you to focus on your main job.

ASK ALL**2.4****How much do you agree or disagree with the following statement....****IF IN CURRENT EMPLOYMENT:** I don't need to know much about my rights at work because my employer acts reasonably.**IF NOT IN CURRENT EMPLOYMENT:** I didn't need to know much about my rights at work because my last employer acted reasonably.

SHOW SCREEN

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

2.5**How seriously DO/DID you think your <last (IF NOT IN CURRENT EMPLOYMENT)> employer TAKES/TOOK your employment rights?**

SHOW SCREEN

Very seriously

Fairly seriously

Not very seriously

Not seriously at all

Don't know

5.0**If you <had (IF NOT IN CURRENT EMPLOYMENT)>made a formal complaint at work, do you think you might BE/HAVE BEEN victimised or treated unfairly, because of raising the complaint?**

Yes

No

Don't know

2.6

FOR EACH ITEM CODED 'EMPLOYERS HAVE TO DO THIS', FOLLOW UP WITH 2.7 BEFORE GOING ON TO NEXT ITEM FROM 2.6.

In the UK we have employment laws to protect people's rights at work. This means that employers have legal obligations which cover the way people are treated and the benefits they receive.

I will read out a list of items. For each one, please say whether you think employers **HAVE** to do this according to the law or whether you think employers can **CHOOSE** whether or not to do this.

LIST FIXED SO THAT 'LET WOMEN TAKE ADDITIONAL UNPAID TIME OFF' ALWAYS FOLLOWS 'LET WOMEN TAKE PAID TIME OFF'; AND 'LET MEN TAKE UNPAID TIME OFF' ALWAYS FOLLOWS 'LET MEN TAKE PAID TIME OFF'. OTHERWISE RANDOMISED.

SEPARATE SCREEN FOR EACH QUESTION

SHOW SCREEN

ANSWER CODES

Employers **HAVE** to do this

Employers can **CHOOSE** whether to do this

Don't know

QUESTION WORDING FOR SECOND AND SUBSEQUENT ITEMS – TO APPEAR AT THE TOP OF EACH SCREEN:

And do you think employers **HAVE** to do this according to the law or can they **CHOOSE** whether or not to do this...

Seriously consider a request for flexible working from parents of a young or disabled child

Seriously consider a request for a flexible working from individuals who care for an elderly relative

Let parents of young children have a set amount of unpaid time off work to spend with them

Let employees take time off to look after a dependent in an emergency

Let women take paid time off when they have a baby

Let women take additional unpaid time off when they have a baby

Let men take paid time off when their partner has a baby

Let men take unpaid time off when their partner has a baby

Let employees take a minimum number of weeks paid holiday each year

Let employees take an unlimited amount of unpaid holiday each year

Let employees carry over unused holiday to the next year

Give employees a rest break after working a certain number of hours

Not make employees work more than a given number of hours each week

Pay employees a minimum hourly wage**Provide employees with a written statement of the terms and conditions of their job****Ensure that employees are not treated unfairly because of their gender****Ensure that employees are not treated unfairly because of their sexual orientation (whether they are straight, gay, bi-sexual, etc.)****Ensure that employees are not treated unfairly because of their race****Ensure that employees are not treated unfairly because of their religion****Ensure that employees are not treated unfairly because of their age****Ensure that employees are not treated unfairly because of their appearance****Ensure that employees are not treated unfairly because of a disability****Follow a set procedure when dealing with a complaint against employees****Follow a set procedure when dealing with a grievance or other work related problem which an employee has****Not dismiss an employee without having a fair reason for doing so****Ensure employees' health and safety****Provide a statutory level of sick pay****Allow employees to work up to the age of 65 (or the employer's normal retirement age)****Follow a set procedure when retiring an employee (including giving them the right to request to continue working)****Allow employees to be accompanied by a representative when attending a disciplinary meeting****2.7****ASK FOR EACH ITEM CODED 'EMPLOYERS HAVE TO DO THIS' AT 2.6.
CODE ANSWER FOR EACH****How much do you feel you know about the detail of the law regarding this issue? Employers have to...****SHOW ITEM CODED 'HAVE TO DO THIS' AT 2.6**

SHOW SCREEN

I know a lot about the detail

I know a fair amount about the detail

I know a little about the detail

I know hardly anything about the detail

Don't know

2.8

KEEP QUESTION TEXT ON THE TOP OF EVERY SCREEN

READ OUT

We are now going to look at the things that employers actually have to do according to current employment law in the UK.

Some of these you may feel you need to know about – either because of your personal circumstances or your responsibilities at work – others you may feel you don't need to know about.

I'd like you to tell me how important you think it is for you personally to know about the law regarding employers' responsibilities in these areas.

LIST FIXED SO THAT 'LET WOMEN TAKE ADDITIONAL UNPAID TIME OFF' ALWAYS FOLLOWS 'LET WOMEN TAKE PAID TIME OFF'; AND 'LET MEN TAKE UNPAID TIME OFF' ALWAYS FOLLOWS 'LET MEN TAKE PAID TIME OFF'. OTHERWISE RANDOMISED.

SHOW SCREEN

GRID – COLUMNS

Very important
Fairly important
Not very important
Not at all important
Don't know

ROWS

Seriously consider a request for flexible working from parents of a young or disabled child

Let parents of young children have a set amount of unpaid time off work to spend with them

Let employees take time off to look after a dependent in an emergency

Let women take paid time off when they have a baby

Let women take additional unpaid time off when they have a baby

Let men take paid time off when their partner has a baby

Let employees take a minimum number of weeks paid holiday each year

Give employees a rest break after working a certain number of hours

Not make employees work more than a given number of hours each week

Pay employees a minimum hourly wage

Provide employees with a written statement of the terms and conditions of their job

Ensure that employees are not treated unfairly because of their gender

Ensure that employees are not treated unfairly because of their sexual orientation (whether they are straight, gay, bi-sexual, etc.)

Ensure that employees are not treated unfairly because of their race

Ensure that employees are not treated unfairly because of their religion

Ensure that employees are not treated unfairly because of their age
Ensure that employees are not treated unfairly because of a disability
Follow a set procedure when dealing with a complaint against employees
Follow a set procedure when dealing with a grievance or other work related problem which an employee has
Not dismiss an employee without having a fair reason for doing so
Ensure employees' health and safety
Provide a statutory level of sick pay
Allow employees to work up to the age of 65 (or the employer's normal retirement age)
Follow a set procedure when retiring an employee (including giving them the right to request to continue working)
Allow employees to be accompanied by a representative when attending a disciplinary meeting

SECTION 3 KNOWLEDGE OF SPECIFIC EMPLOYMENT RIGHTS

READ OUT

I would now like to ask you some more detailed questions about rights at work. Please don't worry if you don't know the answers – it's not meant to be a test. One right that employees have is the right to a national minimum wage, that is, a minimum rate of pay per hour that they work.

3.1a

Which of the following age groups do you think are covered by the national minimum wage?

First, 14 to 15 years olds?

Yes

No

Don't know

3.1b

Next, 16 to 17 year olds?

IF NECESSARY: Do you think they are covered by the national minimum wage?

Yes

No

Don't know

3.1c

And what about 18 to 21 year olds?

IF NECESSARY: Do you think they are covered by the national minimum wage?

Yes

No

Don't know

3.1d

And 22 to 64 year olds?

IF NECESSARY: Do you think they are covered by the national minimum wage?

Yes

No

Don't know

3.1e**And 65s and over?****IF NECESSARY: Do you think they are covered by the national minimum wage?**

Yes

No

Don't know

**IF MORE THAN ONE CODED '01' AT 3.1A-E GO TO 3.2 OTHERS GO TO 3.3
IF NO OR DON'T KNOW SELECTED AT ALL 3.1A-E SKIP TO 3.4**

3.2**Do you think the national minimum wage is the same for all of these age groups?**

Yes

No

Don't know

**ASK ONLY FOR THESE WHERE RESPONDENT CODES 'NO' AT 3.2. ONLY
ASK A TO E WHERE RESPONDENT CODES NMW COVERING AGE GROUP,
AS AT 3.1A TO 3.1E**

3.3**How much per hour do you think the national minimum wage is?****Please give your best guess if you don't know.**

RECORD HOURLY RATE IN POUNDS AND PENCE

Don't know

14 to 15 year olds

16 to 17 year olds

18 to 21 year olds

22 to 64 year olds

65+ year olds

**ASK 3.4 IF 'YES' OR 'DON'T KNOW' AT 3.2 OR ONLY CODED 'YES' FOR
ONE OF 3.1A-E**

**3.4 How much per hour do you think the national minimum wage is IF DK
AT 3.2: for most employees?****Please give your best guess if you don't know.**

RECORD HOURLY RATE IN POUNDS AND PENCE

Don't know

ASK ALL**3.5**

The National Minimum Wage is increased every year. In which month of the year do you think it is increased?

January
February
March
April
May
June
July
August
September
October
November
December
Don't know

3.6

What do you think the penalties are for an employer who does not pay the National Minimum Wage?

SHOW SCREEN

CODE AS MANY AS APPLY

Fine up to £500
Fine up to £5000
Fine up to £50000
Prison
Business can be closed down
Other (please specify)
DK

3.7

If someone is being paid the National Minimum Wage rate, do you think an employer can make deductions from that wage for the following things?

To pay for a staff uniform?

Yes
No
Don't know

...To pay for transport to work

...To pay for live-in accommodation

...To pay for food provided as part of the job

3.8a

Can I check, do you earn less than £6.50 per hour?

Yes

No

Don't Know

Refused

IF YES AT 3.8A

3.8b

How much is your wage per hour?

RECORD HOURLY RATE IN POUNDS & PENCE

Don't know

Refused

SHOW ALL

INTERVIEWER READ OUT:

For your information, on the 1st October 2008, the National Minimum Wage will be £ 3.53 per hour for workers aged 16 – 17 years old, £4.77 for workers aged 18 – 21 and £5.73 for workers aged over 21. The National Minimum Wage is changed in October each year.

ASK ALL

3.9

READ OUT

I now want to ask you some questions about time off work.

Workers have the right to a minimum number of weeks of paid holiday each year. How many weeks do you think this is for someone working full-time?

Please give your best guess if you don't know

INTERVIEWER – CODE WEEKS AND DAYS

CODE ONE ONLY

Less than 2 weeks

2 weeks

2 weeks and 1 day

2 weeks and 2 days

2 weeks and 3 days

2 weeks and 4 days

2 weeks and 5 days

3 weeks

3 weeks and 1 day

3 weeks and 2 days

3 weeks and 3 days

3 weeks and 4 days

4 weeks

4 weeks and 1 day

4 weeks and 2 days

4 weeks and 3 days

4 weeks and 4 days

5 weeks

5 weeks and 1 day

5 weeks and 2 days

5 weeks and 3 days

5 weeks and 4 days

6 weeks

More than 6 weeks

Don't know

3.10

You said you thought that workers have a right to at least **INSERT NUMBER FROM 3.9** of paid holiday each year. Do you think employees are currently entitled to any of their public or bank holidays in addition **TO THE INSERT NUMBER FROM 3.9**?

READ OUT/SHOW SCREEN

Yes - workers are entitled to SOME public or bank holidays in addition to **INSERT ANSWER FROM 3.9**

Yes - workers are entitled to ALL 8 public or bank holidays in addition to **INSERT ANSWER FROM 3.9**

No - public or bank holidays can be included as part of **INSERT ANSWER FROM 3.9**

Don't know

3.11

The Government recently passed legislation which increases the statutory minimum number of days of paid holiday which workers may take off each year. Based on a 5 day working week, minimum holiday entitlement rose from 20 to 24 days last year and will rise to 28 next year.

Were you aware that this change had been made?

Yes

No

Don't know

ALL

INTERVIEWER READ OUT:

For your information, the statutory minimum number of days paid holiday, based on a 5 day working week, is currently 24 days INCLUDING bank holidays. This will rise to 28 days INCLUDING bank holidays in 2009.

SECTION 4 SOURCES OF INFORMATION AND ADVICE
--

ASK ALL**4.0**

**Now some questions about sources of information and advice about your rights at work.
(continue)**

4.1

Would you know where to find out information about your rights at work if you needed to?

Yes

No

Don't know

ADD IN SCREEN SAYING 'DO NOT SHOW SCREEN FOR NEXT QUESTION' BEFORE 4.2

4.2

IF 'NO' OR 'DON'T KNOW' AT 4.1:

Just supposing you did need to find information or advice about your rights at work. How do you think you would go about finding this information?

IF 'YES' AT 4.1:

I'd like to ask you how you think you would go about finding information or advice about your rights at work, if you needed to.

ALL:

Who or where would you go to first in order to get this information?

DO NOT SHOW SCREEN OR PROMPT INITIAL RESPONSE

USE NON-LEADING PROBES IF NECESSARY FOR FURTHER DETAIL.

DO NOT READ OUT PROVIDERS

CODE ONE RESPONSE

WORKPLACE SOURCE

Personnel\HR officer

Manager at work

Union representative AT WORK

Staff Association representative AT WORK

Other colleague at work

Work Intranet

Staff handbook

Other source of information at work

Friend or relative with specialist knowledge

Friend or relative without specialist knowledge

METHOD

Telephone / helpline

A website/the Internet

Go somewhere / visit / face to face

PROVIDER

A Trade Union

ACAS

Citizens Advice Bureau

Solicitor

Jobcentre or Jobcentre Plus/Benefits office

Employment Tribunal Service

Library

HMRC / Inland Revenue

Other Government department

Another source of advice or information SPECIFY

Don't know

IF 'PROVIDER' ('TRADE UNION' TO 'OTHER GOVERNMENT DEPARTMENT') CODED AT 4.2

4.2a

How would you get the information from INSERT NAME OF PROVIDER FROM 4.2?

PROMPT IF NECESSARY

Would you...

By telephone / helpline

A website/the Internet

Go somewhere / visit / face to face

Other (please specify)

'INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION'

IF 'TELEPHONE/HELPLINE', 'A WEBSITE/THE INTERNET' OR 'GO SOMEWHERE/VISIT/FACE TO FACE' CODED AT 4.2

4.2b

IF GO SOMEWHERE/VISIT/FACE TO FACE AT 4.2: Which organisation / where would you go?

IF 'A WEBSITE/THE INTERNET' AT 4.2: Which website would you go to?

IF 'TELEPHONE/HELPLINE' AT 4.2: Which helpline would you use?

DO NOT READ OUT LIST OR LEAD RESPONDENT

A Trade Union

ACAS

Citizens Advice Bureau
 Solicitor
 Jobcentre or Jobcentre Plus/Benefits office
 Employment Tribunal Service
 Library
 HMRC / Inland Revenue
 Other Government Department

IF 'A WEBSITE/THE INTERNET' AT 4.2: Do a general search (e.g. Google)

Somewhere else SPECIFY

'INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION'

ASK IF ANSWER GIVEN AT 4.2 (EXCLUDING DON'T KNOW)

4B.3

And assuming you couldn't get the information you wanted from **INSERT SOURCE FROM 4.2 OR 4.2B**, how else do you think you might try to get general information about your rights at work?

DO NOT SHOW CODE SELECTED AT 4.2 OR 4.2B EXCEPT FOR "OTHER COLLEAGUE AT WORK", "OTHER SOURCE OF INFORMATION AT WORK", "OTHER GOVERNMENT DEPARTMENT" AND "ANOTHER SOURCE OF INFORMATION OR ADVICE"

MULTICODE

PROBE: Where else? Anywhere else?

DO NOT PROMPT

WORKPLACE SOURCE

Personnel\HR officer
 Manager at work
 Union representative AT WORK
 Staff Association representative AT WORK
 Other colleague at work
 Work Intranet
 Staff handbook
 Other source of information at work
 Friend or relative with specialist knowledge
 Friend or relative without specialist knowledge

METHOD

Telephone / helpline
 A website/the Internet
 Go somewhere / visit / face to face

PROVIDER

A Trade Union
 ACAS
 Citizens Advice Bureau

Solicitor
 Jobcentre or Jobcentre Plus/Benefits office
 Employment Tribunal Service
 Library
 HMRC / Inland Revenue
 Other Government department

Another source of advice or information SPECIFY
 Don't know

IF 'ACAS' CODED AT 4B.3, ASK

4B.3a

How would you get the information from ACAS?

PROMPT IF NECESSARY

Would you...

By telephone / helpline
 A website/the Internet
 Go somewhere / visit / face to face
 Other (please specify)

'INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION'

**IF 'TELEPHONE/HELPLINE', 'A WEBSITE/THE INTERNET' OR 'GO SOMEWHERE/VISIT/FACE TO FACE' CODED AT 4B.3
 ASK FOR EACH**

4B.3b

IF GO SOMEWHERE/VISIT/FACE TO FACE AT 4B.3: Which organisation / where would you go?

IF 'A WEBSITE/THE INTERNET' AT 4B.3: Which website would you go to?

IF 'TELEPHONE/HELPLINE' AT 4B.3: Which helpline would you use?

DO NOT READ OUT LIST OR LEAD RESPONDENT

DO NOT SHOW CODE SELECTED AT 4.2 OR 4.2B EXCEPT FOR "OTHER GOVERNMENT DEPARTMENT" AND "ANOTHER SOURCE OF INFORMATION OR ADVICE"

A Trade Union
 ACAS
 Citizens Advice Bureau
 Solicitor
 Jobcentre or Jobcentre Plus/Benefits office
 Employment Tribunal Service
 Library
 HMRC / Inland Revenue
 Other Government department

IF 'A WEBSITE/THE INTERNET' AT 4B.3: Do a general search (e.g. Google)

Somewhere else SPECIFY

Don't know

ASK ALL

'INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION'

4.9

And if you wanted to find out about the National Minimum Wage, where would you go to first in order to get this information?

DO NOT SHOW SCREEN OR PROMPT INITIAL RESPONSE

USE NON-LEADING PROBES IF NECESSARY FOR FURTHER DETAIL.

DO NOT READ OUT PROVIDERS

CODE ONE RESPONSE

WORKPLACE SOURCE

Personnel\HR officer

Manager at work

Union representative AT WORK

Staff Association representative AT WORK

Other colleague at work

Work Intranet

Staff handbook

Other source of information at work

Friend or relative with specialist knowledge

Friend or relative without specialist knowledge

METHOD

Telephone / helpline

A website/the Internet

Go somewhere / visit / face to face

PROVIDER

A Trade Union

ACAS

Citizens Advice Bureau

Solicitor

Jobcentre or Jobcentre Plus/Benefits office

Employment Tribunal Service

Library

HMRC / Inland Revenue

Other Government department

Another source of advice or information SPECIFY

Don't know

**IF 'PROVIDER' (TRADE UNION TO 'OTHER GOVERNMENT DEPARTMENT')
CODED AT 4.9, ASK FOR EACH**

4.9a

**How would you get the information from INSERT NAME OF PROVIDER
FROM 4.9?**

PROMPT IF NECESSARY

Would you...

By telephone / helpline
A website/the Internet
Go somewhere / visit / face to face
Other (please specify)

'INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION'

**IF 'TELEPHONE/HELPLINE', 'A WEBSITE/THE INTERNET' OR 'GO
SOMEWHERE/VISIT/FACE TO FACE' CODED AT 4.9**

4.9b

**IF GO SOMEWHERE/VISIT/FACE TO FACE AT 4.9: Which organisation /
where would you go?**

IF 'A WEBSITE/THE INTERNET' AT 4.9: Which website would you go to?

IF 'TELEPHONE/HELPLINE' AT 4.9: Which helpline would you use?

DO NOT READ OUT LIST OR LEAD RESPONDENT

A Trade Union
ACAS
Citizens Advice Bureau
Solicitor
Jobcentre or Jobcentre Plus/Benefits office
Employment Tribunal Service
Library
HMRC / Inland Revenue
Other Government department

IF 'A WEBSITE/THE INTERNET' AT 4.9: Do a general search (Google)

Somewhere else SPECIFY

Don't know

ASK ALL**4.10**

I'm now going to read out a number of national organisations which provide advice and information on employment rights. Can you tell me whether you've heard of these organisations...

RANDOMISED**... Citizens Advice Bureau**

Never heard of this organisation

Heard of organisation

... DirectGov**... National Minimum Wage Helpline****... Employment Agency Standards Inspectorate****... Department for Business Enterprise and Regulatory Reform (BERR)
(used to be the DTI)****... Health and Safety Executive (HSE)****... Gangmaster's Licensing Authority****... Worker Information Service****ASK 4.10B FOR EACH ORGANISATION 'HEARD OF' AT 4.10****4.10b**

And how much do you know about what help and services they can provide?

SHOW SCREEN

Know a great deal

Know something

Know very little

Know nothing

Don't know

SECTION 5: EXPERIENCE OF EMPLOYMENT PROBLEMS

ASK ALL**5.0a**

Now I'd like to ask you about problems you might experience at work, and what you might do about them.

(continue)

5.1

READ OUT

Please can you tell me whether you personally have had a problem to do with your rights at work in any of these areas in the last FIVE years, that is, since **MONTH OF INTERVIEW 2003**.

Please include problems in your **CURRENT/MOST RECENT** job or in any previous jobs you have had during that time.

IF MORE THAN ONE JOB AT QB: For your current job, please answer for your **MAIN** job only

RANDOMISED

...Asking your employer if you could work more flexible hours

I have had a problem to do with this issue in the last FIVE years – with **IF CURRENT EMPLOYEE:** CURRENT employer/ **IF NOT CURRENT EMPLOYEE:** MOST RECENT employer

I have had a problem to do with this issue in the last FIVE years – with a PREVIOUS employer

I have NOT had a problem to do with this issue in the last FIVE years

Don't know

...Taking parental leave – that is taking a set amount of unpaid time off work to spend with your children

...Taking time off to look after a dependent child or relative in an emergency

...Maternity or paternity leave/pay

...Adoption leave or pay

...Holiday entitlement/holiday pay

...Taking rest breaks at work

...The number of hours or days you were required to work

...Problems to do with pay

...Your rights as an agency worker/temp

...Your rights as a part-time worker

...Receiving a contract or written statement of the terms and conditions of your job

...Your employer not following a set procedure when dealing with a complaint against you or a problem with your performance at work

...Your employer not following a set procedure when dealing with a grievance or other work related problem which you had
 ...Being unfairly dismissed
 ...Problems to do with Health and Safety at work
 ...Problems to do with taking time off sick or sick pay
 ...Problems to do with retirement

IF NO PROBLEMS CODED 01 AND 02 AT 5.1 GO TO 5.4
IF ANY PROBLEMS CODED 01 AND 02 AT 5.1 ASK 5.2

5.2

Which of these problems have you experienced in the last TWO years, that is, since **MONTH** 2006?

MULTICODE

SHOW EACH PROBLEM CODED 01 AND 02 AT 5.1

None of these
 DK

IF ONE OR MORE PROBLEMS CODED AT 01 AND 02 AT 5.1. OTHERS GO TO 5.4

5.3(a)

In total, how many separate problems to do with your rights at work have you personally had in the last FIVE years?

RECORD NUMBER OF PROBLEMS

Don't know

IF AT LEAST ONE PROBLEM SELECTED AT 5.2

5.3(b)

And how many of those have occurred in the last TWO years?

RECORD NUMBER OF PROBLEMS

Don't know

ASK IF 'PROBLEMS TO DO WITH PAY' IS SELECTED AT 5.1**5.3(c)**

You mentioned that you had problems to do with your pay in the last five years. What was the specific problem, in relation to this?

SHOW SCREEN

RANDOMISED LIST

CODE ALL THAT APPLY

Not receiving all or part of pay due
 Having deductions made from pay
 Not being paid on time
 Being paid less than the National Minimum Wage
 Being paid less than the pay rate agreed with employer
 Not being paid for all hours worked
 Not receiving holiday pay
 Not receiving sick pay
 Not receiving maternity / paternity pay
 Other (please specify)
 dk

ASK ALL**5.4**

And now, I'd like to ask you about other problems at work. In the last TWO years, have you ever been treated unfairly compared to others in your workplace?

Yes – with **IF CURRENT EMPLOYEE:** current employer **IF NOT CURRENT EMPLOYEE:** most recent employer
 Yes – with a PREVIOUS employer
 No

5.5

In the last TWO years, do you think you have experienced discrimination at work?

Yes – with **IF CURRENT EMPLOYEE:** current employer **IF NOT CURRENT EMPLOYEE:** most recent employer
 Yes – with a PREVIOUS employer
 No

5.6

Sex-based harassment at work is any unwelcome sex or gender related behaviour that creates a hostile working environment.

In the last TWO years, have you experienced sex-based harassment at work? This could be sexual in nature or be related to the fact you are a man/woman

CODE ALL THAT APPLY

Yes – it was sexual in nature

Yes – it was related to being a man/woman

No

DK

5.7

Now I would like you to think about other forms of bullying and harassment (not sexual harassment) that create a hostile working environment. In the last TWO years, have you experienced bullying or harassment at work?

Yes – with **IF CURRENT EMPLOYEE:** current employer **IF NOT CURRENT EMPLOYEE:** most recent employer

Yes – with a PREVIOUS employer

No

DK

5.8

Apart from any problems you've already mentioned, have you personally had any other serious problems at work in the last FIVE years, that is since [MONTH OF INTERVIEW] 2003...

GRID- COLUMNS

Yes

No

Don't know

ROWS

...to do with your rights at work?

...which have had a severe impact on your physical or psychological health or well-being?

...which have had a severe impact on your financial situation?

ASK IF YES AT 5.8(A) OR 5.8(B), IF YES AT BOTH ASK QUESTION TWICE, ONCE FOR EACH

5.9

In a sentence, what was the problem or difficulty you experienced

IF YES AT 5.8(A) to do with your rights at work?

IF YES AT 5.8(B) which had a severe impact on your physical or psychological health or wellbeing?

INTERVIEWER READ OUT IF NECESSARY: **Thank you, that will do; you don't need to go into any more detail at this stage.**

RECORD BRIEF SUMMARY LINE ONLY

OPEN – TYPE IN TEXT

ASK IF 'YES WITH CURRENT EMPLOYER' OR 'YES WITH A PREVIOUS EMPLOYER' AT 5.4

5.10A

I'd now like to ask you about the unfair treatment you said you experienced. Was this due to anything on this screen? You can choose as many as you like or none at all. I will be showing you some more screens in a moment.

SHOW SCREEN

ITEMS RANDOMISED WITHIN SCREENS

SCREEN 1

Your position in the organisation

It's just the way things are where you work

Your performance at work

The attitude or personality of others

People's relationships at work (e.g. favouritism)

People having a group or clique at work and excluding you from it

None of these

SCREEN 2

Your age

Your gender

Your religion or beliefs

Your sexual orientation (e.g. gay, straight, lesbian, bi-sexual etc)

Your race or ethnic group or the colour of your skin

A disability you may have

A long-term illness or other health problem

Union membership

Being pregnant

Taking maternity / paternity / parental leave

None of these

SCREEN 3

Your nationality
Your physical appearance or the way you dress
Your family or caring responsibilities
Your marital status
Your accent
Where you live
Your social class
Something else about you (please specify)
Dk

ASK IF 'YES' AT 5.5**5.10B**

And now I'd like to ask you about the discrimination you said you experienced. Was this due to anything on this screen? You can choose as many as you like or none at all. I will be showing you some more screens in a moment?

SHOW SCREEN

ITEMS RANDOMISED WITHIN SCREENS**SCREEN 1**

Your position in the organisation
It's just the way things are where you work
Your performance at work
The attitude or personality of others
People's relationships at work (e.g. favouritism)
People having a group or clique at work and excluding you from it
None of these

SCREEN 2

Your age
Your gender
Your religion or beliefs
Your sexual orientation (e.g. gay, straight, lesbian, bi-sexual etc)
Your race or ethnic group or the colour of your skin
A disability you may have
A long-term illness or other health problem
Union membership
Being pregnant
Taking maternity / paternity / parental leave
None of these

SCREEN 3

Your nationality
Your physical appearance or the way you dress
Your family or caring responsibilities
Your marital status
Your accent
Where you live
Your social class
Something else about you (please specify)
Dk

**IF ANY RESPONSE SELECTED AT 5.10A OR 5.10B SCREEN 2 EXCEPT
'NONE OF THESE'**

5.11

**Do you think the <IF UNFAIR TREATMENT 5.10A: unfair treatment IF
DISCRIMINATION 5.10B discrimination IF UNFAIR TREATMENT 5.10A AND
DISCRIMINATION 5.10B unfair treatment and discrimination> due to ITEM
was a breach of your legal employment rights?**

**ASK FOR EACH CAUSE AT 5.10A SCREEN 2 AND 5.10B SCREEN 2 AND
CODE FOR EACH.**

Yes – a breach of legal employment rights
No – not a breach of legal employment rights
Don't know

SECTION 6 RESOLVING PROBLEMS AND DISPUTES
--

ASK ALL WHO EXPERIENCED AT LEAST ONE PROBLEM AT 5.1, 5.4, 5.5, 5.6, 5.7 AND 5.9. OTHERS GO TO 6.49

IF EXPERIENCED ONLY ONE PROBLEM AT 5.1, 5.4, 5.5, 5.6, 5.7 AND 5.9 SKIP 6.1 AND USE THIS PROBLEM AS IF IT HAD BEEN SELECTED AT 6.1

6.1

READ OUT...

I'd now like you to focus on the most serious problem at work. Which of these did it involve? You can select more than one, if they were all part of the same problem at work.

DISPLAY ISSUES SELECTED AT 5.1, 5.4, 5.5, 5.6, 5.7, 5.9, 5.10 A & B IF UNFAIR TREATMENT SELECTED AT 5.4 BUT NO CATEGORIES SELECTED AT 5.10A, THEN DISPLAY ' UNFAIR TREATMENT'. DITTO DISCRIMINATION (5.5/5.10B)

IF DK IS SELECTED SKIP TO REPEAT QUESTIONS

RECORD ISSUES. MULTI CODE.

ASK ALL WITH A PROBLEM CODED AT 6.1

6.2

When did this problem or dispute begin? Please tell me the month and the year.

MONTH AND YEAR ON SAME SCREEN

INTERVIEWER: IF THE RESPONDENT CANNOT REMEMBER THE MONTH YOU CAN LEAVE THE MONTH BOX EMPTY AND JUST FILL IN THE YEAR

MONTH

YEAR

Can't remember

Don't know

6.4

Were you working for your **CURRENT/MOST RECENT employer when this problem or dispute occurred?**

Yes

No

DK

ASK ALL WHO CODED A PROBLEM AT 6.1**6.5****And could you briefly describe the nature of the problem or difficulty you experienced?****OPEN – TYPE IN****ASK IF ANY UNFAIR TREATMENT IS CODED 5.4 AND THIS IS ALSO SELECTED AT 6.1****6.6A****Was the unfair treatment on the basis of your <INSERT ANSWERS FROM 5.10A WHICH ARE SELECTED AT 6.1> related to any of the following? Please select all that apply.****IF CODE SELECTED AT 6.1 IS “UNFAIR TREATMENT” DISPLAY THE FOLLOWING QUESTION TEXT INSTEAD OF THAT ABOVE:****Was the unfair treatment related to any of the following? Please select all that apply.**

SHOW SCREEN

INTERVIEWER: ALLOW RESPONDENT TIME TO READ LIST THOROUGHLY

LIST RANDOMISED EXCEPT ‘SOMETHING ELSE’

Pay

Pensions

Other benefits, perks and bonuses besides pay **FIX UNDER CODE 01 & 02**

Working hours

Taking holidays

Applying for a job

Being promoted

Getting training

Disciplinary action

Redundancy

Retirement

Being allowed to work flexibly (changing hours of work)

Being ignored

Being excluded from social activities / not being part of a social group

Assessment of work performance / appraisal

Workload

Type of work given

Management of sick leave benefits

Reasonable adjustments under the Disability Discrimination Act (DDA)

Returning to work after time on incapacity benefit

Something else (PROBE: please specify)

DK

ASK IF ANY DISCRIMINATION IS CODED 5.5 AND THIS IS ALSO SELECTED AT SELECTED AT 6.1

6.6B

Was the discrimination on the basis of your <INSERT ANSWERS FROM 5.10B WHICH ARE SELECTED AT 6.1> related to any of the following? Please select all that apply.

IF CODE SELECTED AT 6.1 IS "DISCRIMINATION" DISPLAY THE FOLLOWING QUESTION TEXT INSTEAD OF THAT ABOVE:

Was the discrimination related to any of the following? Please select all that apply.

INTERVIEWER: ALLOW RESPONDENT TIME TO READ LIST THOROUGHLY

SHOW SCREEN

LIST RANDOMISED EXCEPT 'SOMETHING ELSE'

IF 6.6A ASKED Same as before

Pay

Pensions

Other benefits, perks and bonuses besides pay **FIX UNDER CODE 01 & 02**

Working hours

Taking holidays

Applying for a job

Being promoted

Getting training

Disciplinary action

Redundancy

Retirement

Being allowed to work flexibly (changing hours of work)

Being ignored

Being excluded from social activities / not being part of a social group

Assessment of work performance / appraisal

Workload

Type of work given

Management of sick leave benefits

Reasonable adjustments under the Disability Discrimination Act (DDA)

Returning to work after time on incapacity benefit

Something else (PROBE: please specify)

DK

ASK ALL WHO CODED A PROBLEM AT 6.1

6.6C

Did the problem occur as a one-off incident, at several different times or on a continuing basis?

- One-off incident
- Several different times
- Continuing basis
- DK

ASK IF UNFAIR TREATMENT / DISCRIMINATION / SEXUAL HARASSMENT / BULLYING OR HARASSMENT PROBLEM EXPERIENCED AT 5.4 TO 5.9 OR 5.10A OR 5.10B, AND CODED AT 6.1

6.6D

Who was the person/persons who caused the problem?

SHOW SCREEN
CODE ALL THAT APPLY

- Employer, Supervisor(s) or line manager(s) / Senior manager(s)
- Co-worker(s) / Colleague(s)
- Sub-ordinate(s) or people in lower positions than you
- Customer(s) / Client(s)
- Not an individual (i.e. the organisation)
- Other (please specify)

6.6E

What gender was the person or persons responsible?

CODE ONE ONLY

- Male
- Female
- Both males and females
- Refused
- Don't know

6.7F

What ethnic group was the person or persons responsible?

CODE AS MANY AS APPLY. SHOW SCREEN

- White
- Black
- Asian
- Other
- Mixed race
- Mixed group including people of different races
- Refused
- Don't know

ASK ALL WHO EXPERIENCED AT LEAST ONE PROBLEM AT 5.1, 5.6, 5.7, 5.9, 5.10A OR 5.10B, ABOUT PROBLEM CODED AT 6.1

6.8

And would you say this problem or dispute is now over or is it still ongoing?

SHOW SCREEN

- Now over
- Most likely now over
- Too early to say
- Still ongoing
- Don't know

IF 'NOW OVER' OR 'MOST LIKELY NOW OVER' AT 6.8

6.9

When did the problem or dispute end?

MONTH AND YEAR ON SAME SCREEN

Month

Year

- Don't know
- Can't remember

ASK ALL WHO EXPERIENCED AT LEAST ONE PROBLEM AT 5.1, 5.6, 5.7, 5.9, 5.10A OR 5.10B, ABOUT PROBLEM CODED AT 6.1

6.10

Did you, try to get advice or information to help you resolve this problem from any of these sources?

SHOW SCREEN

KEEP QUESTION TEXT ON TOP OF SCREEN

SCREEN 1 (WORKPLACE SOURCES/FRIENDS AND RELATIVES)

Personnel/HR officer
 Manager at work
 Union representative AT WORK
 Staff Association representative AT WORK
 Other colleague at work
 Work Intranet
 Staff handbook
 Other source of information at work
 Friend or relative with specialist knowledge
 Friend or relative without specialist knowledge
 No – none of these **CODE NOT BUTTON**

SCREEN 2 (PROVIDERS OF INFORMATION AND ADVICE)

A Trade Union
 Acas
 Citizens Advice Bureau
 Solicitor
 DirectGov website
 Jobcentre or Jobcentre Plus/Benefits office
 Employment Tribunal Service
 Library
 Other advice provider (specify)
 No – none of these **CODE NOT BUTTON**

IF CODES SELECTED AT 6.10 SCREEN 2 ('A TRADE UNION' TO 'OTHER ADVICE PROVIDER') EXCEPT DIRECTGOV WEBSITE

ASK FOR EACH

6.11

When you contacted INSERT PROVIDER FROM 6.10 SCREEN 2 did you...

Call them / call their helpline
 Visit their website
 Email
 Visit in person
 Get advice or information some other way

ASK ALL WHO EXPERIENCED AT LEAST ONE PROBLEM AT 5.1, 5.6, 5.7, 5.9, 5.10A OR 5.10B, ABOUT PROBLEM CODED AT 6.1

6.13c

Did anyone else acting on your behalf try to get advice or information to help you resolve the problem?

Yes

No

Don't know

IF MORE THAN ONE SELECTED ACROSS SCREENS AT 6.10

6.14

**Who or where did you try to get advice or information from FIRST ?
DISPLAY ALL PROVIDERS SELECTED AT 6.10/?QNO**

CODE ONE ONLY

IF AT LEAST ONE PROVIDER SELECTED FROM 6.10, EXCEPT IF 'DON'T KNOW' AT 6.14

6.15

How long after the problem or dispute started did you first try to get advice or information from INSERT NAME OF FIRST/ONLY ADVISOR?

SHOW SCREEN

Straightaway

Within a week of the problem/dispute starting

Within a month of the problem/dispute starting

2-3 months later

4-6 months later

7-12 months later

Over one year later

Don't know/can't remember

6.16

When you tried to get advice or information from **INSERT NAME OF FIRST/ONLY ADVISOR which of these things were you looking for?**

SHOW SCREEN

CODE ALL THAT APPLY

- I wanted to know who to contact/where to get help
- I wanted to know about my legal rights
- I wanted to know about procedures/what to do next
- I wanted to know how much it might cost me
- I wanted them to act on my behalf/take on my case
- I wanted other advice or help
- I wanted justice/redress
- I wanted something else (please specify)
- DK

INTERVIEWER – DO NOT SHOW SCREEN FOR NEXT QUESTION

6.17

Why did you approach **INSERT NAME OF FIRST/ONLY ADVISOR for information and advice?**

DO NOT READ OUT OR SHOW SCREEN.

CODE ALL THAT APPLY.

- They have a good reputation
- From experience of using them in the past
- They offer good advice / information
- They settle disputes
- They are impartial
- They are trusted
- They are free / low cost
- It was recommended
- They understand my point of view
- They provide a multi-lingual service
- Only organisation I knew about
- Didn't know where else to go
- It was suggested
- Other (please specify)
- Dk

6.18

**And were you able to get the advice or information you needed from
INSERT NAME OF FIRST/ONLY ADVISOR ?**

IF YES:

All of the advice or information you needed or just some of it?

All of the advice/information needed

Some of the advice/information needed

Don't know

ASK IF MORE THAN ONE ADVICE PROVIDER CODED AT 6.10

6.20c

**And of all the advice and information you received, which one was the
most helpful?**

LIST PROVIDERS REPORTED AT 6.10

CODE ONE ONLY

**ASK IF ONE OR MORE PROBLEMS CODED AT 5.1, 5.6, 5.7, 5.9, 5.10A OR
5.10B**

6.21

May I just check, did you, or anyone acting on your behalf, ...

... try to resolve the problem informally?

Yes

No

DK

**... put your concerns about the issue that led to the problem in writing to
your employer? This includes letters, faxes and emails.**

**... discuss the issue that led to the problem with your employer, either
face-to-face or by telephone?**

**... go to a formal meeting where you and a manager or senior person at the
place where you worked sat down together to discuss the issue that led to
the problem?**

... make an application to an Employment Tribunal about this problem?

ASK FOR EACH ITEM RECORDED AS YES AT 6.21**6.22**

Did taking the following action make the problem worse, make no difference, make the problem better or completely resolve it?

... try to resolve the problem informally?

Made the problem worse

Made no difference

Made the problem better

Completely resolved the problem

DK

... put your concerns about the issue that led to the problem in writing to your employer? This includes letters, faxes and emails.

... discuss the issue that led to the problem with your employer, either face-to-face or by telephone?

... go to a formal meeting where you and a manager or senior person at the place where you worked sat down together to discuss the issue that led to the problem?

... make an application to an Employment Tribunal about this problem?

IF 'NO' TO 'TRY TO RESOLVE THE PROBLEM INFORMALLY' AT 6.21A**6.23**

Why did you not try to resolve the problem informally?

SHOW SCREEN

CODE AS MANY AS APPLY

Problem was not serious enough to take this action

Did not think this was appropriate for this problem

Prepared to put up with the problem

Employer wasn't willing to sort it out

Not worth the hassle/aggravation

Didn't think it would resolve the problem

Not confident that I would be listened to

Worried about potential treatment by other colleagues

Would affect future prospect / getting a reference

Worried I might lose my job

Didn't know where to go/how to go about it

Worried I would get labelled a trouble maker

Other (please specify)

DK

IF 'NO' TO 'PUT CONCERNS IN WRITING' AT 6.21B**6.24**

Why did you not put your concerns about the issue that led to the problem in writing to your employer? This includes letters, faxes and emails.

SHOW SCREEN

CODE AS MANY AS APPLY

Problem was not serious enough to take this action
 Did not think this was appropriate for this problem
 Employer had dealt with it satisfactorily
 Prepared to put up with the problem
 Employer wasn't willing to sort it out
 Not worth the hassle/aggravation
 Didn't think it would resolve the problem
 Not confident that I would be listened to
 Worried about potential treatment by other colleagues
 Would affect future prospect / getting a reference
 Didn't know where to go/how to go about it
 Worried I might lose my job
 Worried I would get labelled a trouble maker
 Other (please specify)

THIS CODE SHOULD ONLY APPEAR IF 6.23 WAS ASKED: Same reasons as before

DK

IF 'NO' TO 'DISCUSS THE ISSUE WITH EMPLOYER' AT 6.21C**6.25**

Did you want to discuss the issue with your employer, that is by face-to-face, or by telephone?

Yes

No

Don't know

IF 'YES' OR 'DON'T KNOW' AT 6.25**6.26****Why did you not discuss the issue with your employer?**

SHOW SCREEN

CODE AS MANY AS APPLY

Problem was not serious enough to take this action
Did not think this was appropriate for this problem
Employer had dealt with it satisfactorily
Prepared to put up with the problem
Employer wasn't willing to sort it out
Not worth the hassle/aggravation
Didn't think it would resolve the problem
Not confident that I would be listened to
Worried about potential treatment by other colleagues
Would affect future prospect / getting a reference
Didn't know where to go/how to go about it
Worried I might lose my job
Worried I would get labelled a trouble maker
Other (please specify)

THIS CODE SHOULD ONLY APPEAR IF 6.23 AND/OR 6.24 WERE ASKED:

Same reasons as before

DK

IF 'NO' TO 'GO TO A FORMAL MEETING' AT 6.21D**6.27****Did you want to have a formal meeting with your employer?**

Yes

No

Don't know

IF 'YES' OR 'DON'T KNOW' AT 6.27**6.28****Why did you not have a formal meeting with your employer?**

SHOW SCREEN

CODE AS MANY AS APPLY

Problem was not serious enough to take this action
Did not think this was appropriate for this problem
Employer had dealt with it satisfactorily
Prepared to put up with the problem
Employer wasn't willing to sort it out
Not worth the hassle/aggravation
Didn't think it would resolve the problem
Not confident that I would be listened to
Worried about potential treatment by other colleagues
Would affect future prospect / getting a reference
Didn't know where to go/how to go about it
Worried I might lose my job
Worried I would get labelled a trouble maker
Other (please specify)

THIS CODE SHOULD ONLY APPEAR IF 6.23 AND/OR 6.24 AND/OR 6.26**WERE ASKED:** Same reasons as before

DK

IF 'NO' TO 'MAKE AN APPLICATION TO AN EMPLOYMENT TRIBUNAL' AT 6.21E**6.29****Did you consider making an application to an Employment Tribunal about this problem?**

Yes

No

Don't know

**IF 'YES' AT 6.29 EXCEPT WHERE 'COMPLETELY RESOLVED PROBLEM'
CODED AT ANY OTHER ACTION AT 6.22**

6.30

Why did you not make an application to an employment tribunal?

SHOW SCREEN

CODE AS MANY AS APPLY

Problem was not serious enough to take this action
Did not think this was appropriate for this problem
Employer had dealt with it satisfactorily
Prepared to put up with the problem
Employer wasn't willing to sort it out
Not worth the hassle/aggravation
Didn't think it would resolve the problem
Not confident that I would be listened to
Worried about potential treatment by other colleagues
Would affect future prospect / getting a reference
Didn't know where to go/how to go about it
Worried I might lose my job
Worried I would get labelled a trouble maker
Other (please specify)

**THIS CODE SHOULD ONLY APPEAR IF 6.23 AND/OR 6.24 AND/OR 6.26
AND/OR 6.28 WERE ASKED:** Same reasons as before

DK

**IF 'YES' TO 'MAKE AN APPLICATION TO AN EMPLOYMENT TRIBUNAL' AT
6.21**

6.31a

**Which of these best describes the outcome of your employment tribunal
application?**

SHOW SCREEN

Still awaiting the outcome
Settled with employer before tribunal hearing without external mediation
Settled with employer before tribunal hearing with mediation
Withdrew case without receiving anything from employer
A full tribunal hearing decided in my favour
A full tribunal hearing decided in favour of my employer
The case was dismissed by the Employment Tribunal Service
Another outcome, please specify
DK

IF 'SETTLED WITH EMPLOYER, BEFORE TRIBUNAL HEARING, WITH MEDIATION' AT 6.31

6.31b

Who mediated between you and your employer?

ACAS

Citizens Advice

A solicitor

Someone else (specify)

Don't know

ASK IF ONE OR MORE PROBLEMS CODED AT 5.1, 5.6, 5.7, 5.9, 5.10A OR 5.10B

6.33

Did you, or anyone acting on your behalf, take any other steps to try to resolve the problem or dispute?

Yes

No

DK

IF 'YES' AT 6.33

6.34

What (other) steps did you take to try to resolve the problem or dispute?

OPEN

IF CURRENTLY EMPLOYED AND ANSWERED "NO" AT 6.4 OR IF NOT CURRENTLY EMPLOYED

6.35a

Did you leave your employer as a direct result of this problem or dispute?

Yes

No

DK

IF 'YES' AT 6.35A

6.35b

Which of these best describes how you left your employer?

SHOW SCREEN

I resigned/left of my own accord

I was made redundant

I was dismissed

I retired

Other (please specify)

DK

**IF CURRENTLY EMPLOYED, ANSWERED "YES" AT 6.4 AND "PROBLEM OVER" OR "PROBLEM MOST LIKELY OVER" AT 6.8
OR**

IF ANSWERED "NO" AT 6.35A AND "PROBLEM OVER" OR "PROBLEM MOST LIKELY OVER" AT 6.8 ASK 6.35C

6.35c

Which of these best describes how this problem or dispute was resolved?

SHOW SCREEN

My employer took action to address my problem/complaint

I took action to address my employer's problem/complaint

My employer and I came to a compromise

I moved jobs within the organisation

Nothing/just went on as before/forgot about it

Someone else resigned/was dismissed

Other (please specify)

DK

IF ONE OR MORE PROBLEMS CODED AT 6.1

6.36

I'd now like to ask you about the impact this problem had on you. First, did the problem impact at all on your financial well-being? IF YES: How great was the impact?

SHOW SCREEN

Yes - It caused severe financial hardship

Yes - It caused moderate financial difficulties

Yes - It caused minor financial difficulties

No

Don't know

IF ONE OR MORE PROBLEMS CODED AT 6.1

6.38

Did the problem impact negatively at all on your physical health and physical well-being? IF YES: How great was the impact?

SHOW SCREEN

Yes - It had a severe impact on my physical health and well-being

Yes - It caused moderate impact on my physical health and well-being

Yes - It caused minor impact on my physical health and well-being

No

DK

IF ONE OR MORE PROBLEMS CODED AT 6.1**6.40****And did the problem impact negatively at all on your psychological health and well-being? IF YES: How great was the impact?**

SHOW SCREEN

Yes - It had a severe impact on my psychological health and well-being

Yes - It caused moderate impact on my psychological health and well-being

Yes - It caused minor impact on my psychological health and well-being

No

DK

IF ONE OR MORE PROBLEMS CODED AT 6.1**6.42****Did the problem impact negatively at all on your relationship with your partner or other close family members? IF YES: How great was the impact?**

SHOW SCREEN

Yes - It had a severe impact on my relationship with my partner / family

Yes - It caused moderate impact on my relationship with my partner / family

Yes - It caused minor impact on my relationship with my partner / family

No

DK

IF ONE OR MORE PROBLEMS CODED AT 6.1**6.44****Looking back over the experience of trying to resolve the problem/ dispute, do you think you would have benefited from more help and support, or do you think you had all the help and support you needed?**

Would have benefited from more help and support

Had all help and support needed

Don't know

IF 'WOULD HAVE BENEFITED FROM MORE HELP AND SUPPORT' AT 6.44**6.45****What help and support would have benefited you?****OPEN**

IF ONE OR MORE PROBLEMS CODED AT 6.1

6.46

If available, would you have liked the assistance of a mediator to help resolve your workplace problem?

Yes

No

Don't know

6.47

Looking back over the experience of trying to sort out the problem/ dispute, is there anything about the way in which you handled the situation that you wish you had done differently?

Yes

No

Don't know

IF 'YES' AT 6.47

6.48

What do you wish you had done differently?

OPEN

Don't know

REPEAT QUESTIONS FOR UNFAIR TREATMENT / DISCRIMINATION

IF UNFAIR TREATMENT OR DISCRIMINATION IS RECORDED AT 5.4 OR 5.5, AND THE MOST SERIOUS PROBLEM AS RECORDED AT 6.1 IS NONE OF THE UNFAIR TREATMENT GROUNDS AT 5.10A OR B, OR THE GENERAL TERM USED IF DK OR NONE SAID AT THESE QUESTS, THEN A SHORT SELECTION OF QUESTIONS FROM SECTION 6 – 'RESOLVING PROBLEMS AND DISPUTES' WILL BE ASKED AGAIN

READ OUT

I now want to ask you a few more questions, this time about the UNFAIR TREATMENT / AND / DISCRIMINATION you reported experiencing.

REPEAT OF 6.1, MODIFIED - IF MORE THAN ONE TYPE OF UNFAIR TREATMENT OR DISCRIMINATION RECORDED AT 5.10A AND/OR 5.10B – IF ONE TYPE, SHOULD SKIP TO 6.1AUT

6.1UT Please can you focus on the most serious unfair treatment / discrimination at work. Which of these did it involve? You can select more than one, if they were all part of the same problem at work.

DISPLAY ALL UNFAIR TREATMENT RECORDED AT 5.10A AND DISCRIMINATION RECORDED AT 5.10B OR 'UNFAIR TREATMENT' IF SELECTED AT 5.4 BUT NOTHING SELECTED AT 5.10A OR 'DISCRIMINATION' – SAME AS FOR 5.5 AND 5.10B

NEW QUESTION:

6.1aUT

Can I check, was this problem the SAME as the most serious problem we just discussed, or was it a DIFFERENT problem?

IF NECESSARY: Just to remind you, you said that the most serious problem involved:

DISPLAY ISSUES SELECTED AT 6.1

Yes – same as most serious problem

No – different problem

DK

IF 'YES – SAME AS MOST SERIOUS PROBLEM' AT 6.1AUT SKIP TO REPEAT QUESTIONS FOR SEXUAL HARASSMENT

Repeat 6.4 (UT)

Repeat 6.5 (UT)

Repeat 6.6A (UT)

Repeat 6.6B (UT)

Repeat 6.6C (UT)

Repeat 6.8 (UT)

Repeat 6.9 (UT)

Repeat 6.10 (UT)

Repeat 6.14 (UT)

Repeat 6.20c (UT)

Repeat 6.21 (UT)

Repeat 6.22 (UT)

Repeat 6.23 (UT)

REPEAT QUESTIONS FOR SEXUAL HARASSMENT

IF SEXUAL HARASSMENT IS RECORDED AT 5.6, AND THIS IS NOT CONSIDERED TO BE THE MOST SERIOUS PROBLEM AS RECORDED AT 6.1, THEN A SHORT SELECTION OF QUESTIONS FROM SECTION 6 – 'RESOLVING PROBLEMS AND DISPUTES' WILL BE ASKED

READ OUT

I now want to ask you a few questions about the sexual harassment you reported experiencing.

NEW QUESTION:

6.1aSH

Can I check, was this problem the SAME as <IF UNFAIR TREATMENT LOOP NOT COMPLETED the most serious problem we just discussed> <IF UNFAIR TREATMENT LOOP 6.4UT-6.23UT COMPLETED either of the problems we have already discussed>, or was it a DIFFERENT problem? IF NECESSARY: Just to remind you, you said that the most serious problem involved:

DISPLAY ISSUES SELECTED AT 6.1

IF UNFAIR TREATMENT LOOP COMPLETED:

You said the unfair treatment/discrimination involved:

DISPLAY ISSUES SELECTED AT 6.1 UT

Yes – same as most serious problem

IF UNFAIR TREATMENT LOOP COMPLETED: Yes – same as unfair treatment/discrimination

No – different problem

DK

IF 'YES – SAME AS MOST SERIOUS PROBLEM' OR 'YES – SAME AS UNFAIR TREATMENT/DISCRIMINATION' AT 6.1ASH SKIP TO REPEAT QUESTIONS FOR BULLYING & HARASSMENT

Repeat 6.4 (SH)

Repeat 6.6c (SH)

Repeat 6.6d (SH)

Repeat 6.8 (SH)

Repeat 6.10 (SH)

REPEAT QUESTIONS FOR BULLYING AND HARASSMENT

IF BULLYING OR HARASSMENT IS RECORDED AT 5.7, AND THIS IS NOT CONSIDERED TO BE THE MOST SERIOUS PROBLEM AS RECORDED AT 6.1, THEN A SHORT SELECTION OF QUESTIONS FROM SECTION 6 – 'RESOLVING PROBLEMS AND DISPUTES' WILL BE ASKED.

READ OUT

I now want to ask you a few questions about the bullying and harassment you reported experiencing.

NEW QUESTION:

6.1aBH

Can I check, was this problem the **SAME** as **<IF UNFAIR TREATMENT AND SEXUAL HARASSMENT LOOPS NOT COMPLETED** the most serious problem we just discussed **<IF UNFAIR TREATMENT LOOP 6.4UT-6.23UT OR SEXUAL HARASSMENT LOOP COMPLETED** either of the problems we have already discussed **<IF UNFAIR TREATMENT LOOP AND SEXUAL HARASSMENT LOOP COMPLETED** any of the problems we have already discussed, or was it a **DIFFERENT** problem?

IF NECESSARY: Just to remind you, you said that the most serious problem involved:

DISPLAY ISSUES SELECTED AT 6.1

IF UNFAIR TREATMENT LOOP COMPLETED:

You said the unfair treatment/discrimination involved:

DISPLAY ISSUES SELECTED AT 6.1 UT

Yes – same as most serious problem

IF UNFAIR TREATMENT LOOP COMPLETED: Yes – same as unfair treatment/discrimination

IF SEXUAL HARASSMENT LOOP COMPLETED: Yes – same as sexual harassment

No – different problem

DK

IF 'YES – SAME AS MOST SERIOUS PROBLEM' OR 'YES – SAME AS UNFAIR TREATMENT/DISCRIMINATION' OR 'YES – SAME AS SEXUAL HARASSMENT' AT 6.1ABH SKIP TO 6.49

Repeat 6.4 (BH)

Repeat 6.6c (BH)

Repeat 6.6d (BH)

Repeat 6.8 (BH)

Repeat 6.10 (BH)

ASK ALL

6.49

Thinking about your current / most recent employer over the last two years, how often, if at all, have you experienced any of the following in a negative way, this could be from people you work with or from clients or customers

...Pressure from someone else to do work below your level of competence

Never

Once

Now and then

Monthly

Weekly

Daily

DK

...Your employer not following proper procedures

...Being given an unmanageable workload or impossible deadlines

...Being insulted or having offensive remarks made about you

...Being treated in a disrespectful or rude way

...Being humiliated or ridiculed in connection with your work

...Actual physical violence at work

SECTION 7 JOB AND EMPLOYER CHARACTERISTICS

**ASK ALL UNLESS OTHERWISE STATED
WORDING CHANGED FOR CURRENT/RECENT EMPLOYEES AS
INDICATED**

7.1

I would now like to ask you some general questions about your employer.
IF NOT CURRENTLY EMPLOYEE: These questions relate to the organisation where you last worked as an employee

What kind of organisation IS/WAS it?

IF MORE THAN ONE JOB, ASK ABOUT MAIN ACTIVITY, I.E. JOB WHICH ACCOUNTS FOR GREATEST NUMBER OF HOURS

SHOW SCREEN

A family run private firm or business or limited company
Any other private firm or business or limited company
A public limited company or PLC
Central Government or Civil Service
Local government or council (including Police, Fire Service and local authority controlled Schools and Colleges)
A University or other grant funded education establishment
A health Authority or NHS Trust
A Charity, Voluntary organisation or Trust
The armed forces
Another kind of organisation (specify)

7.2

Thinking about your **CURRENT/MOST RECENT** job, can you tell me what does the organisation you **WORK/WORKED** for mainly make or do at the place where you **WORK/WORKED**?

Please describe fully.

IF MORE THAN TWO JOBS HELD AT THE SAME TIME ASK FOR DETAILS OF MAIN JOB

PROBE: MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC., AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL OR SERVICES PROVIDED ETC

OPEN

7.3

What IS/WAS your (main) job?

PROBE: OCCUPATION TITLE CURRENT OR LAST MAIN JOB

OPEN

7.4 What DO/DID you mainly do in your job?

CHECK SPECIAL QUALIFICATIONS\TRAINING NEEDED TO DO THE JOB

OPEN**7.5 DO/DID you have any managerial duties or DO/DID you supervise other employees?**

Manager
Foreman\ supervisor
No

7.6**How many employees ARE/WERE there in total at the place where you WORK/WORKED?**

Please note that if the organisation you WORK/WORKED for has more than one premises we only want to know how many people WORK/WORKED in the same building as you.

Please include all contracted, non-contracted, agency, freelance and temporary workers.

SHOW SCREEN

1-9
10-19
20-24
25-49
50-99
100-149
150-249
250-499
500+
Don't know but less than 50
Don't Know but 50 or more

7.7

IS/WAS your place of work part of a larger organisation?

IF YES: **Can you estimate the total number of employees in that larger organisation?**

SHOW SCREEN

Not in a larger organisation

Under 10

10-49

50-249

250-499

500-999

1,000-9,999

10,000 +

Don't know

7.8

I would now like to ask you some questions about the job that you **DO/DID**.

Firstly, how long have you WORKED FOR YOUR CURRENT EMPLOYER/DID YOU WORK FOR YOUR LAST EMPLOYER?

INTERVIEWER: EXCLUDE TIME SPENT TEMPING AT ORGANISATION BEFORE BEING DIRECTLY EMPLOYED BY THE EMPLOYER

ENTER YEARS

ENTER MONTHS

Don't know\ Can't remember

7.9

READ OUT

Leaving aside your own personal intentions and circumstances, IS/WAS your job...

A permanent job

Or is there some way in which it **IS/WAS** not permanent?

Don't know

IF 'NOT PERMANENT' AT 7.9

7.10

In what way IS/WAS your job not permanent?

READ OUT

Seasonal work

Done under contract for a fixed period or a fixed task

Agency temping

Casual type of work

Not permanent in some other kind of way (specify)

ASK IF CURRENT EMPLOYEE

7.11

If you were to lose your job, how difficult would it be for you to find a similar or better job with another employer if you wanted to?

READ OUT

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Don't know

ASK ALL

7.12

How often DO/DID you worry about losing your job?

READ OUT

- Never
- Seldom
- Sometimes
- Often
- Always
- Don't know

7.13

How many days a week DO/DID you usually work?

RECORD NUMBER (ALLOW DECIMALS)

DK

7.14 DO/DID you ever do any work which you WOULD REGARD/REGARDED as paid or unpaid overtime?

- Yes
- No
- DK

IF 'NO' AT 7.14.

7.15 How many hours per week DO/DID you usually work in your main job or business? Please exclude meal breaks

RECORD NUMBER OF HOURS. ROUND UP TO NEAREST HOUR.

Don't know\can't remember

IF YES AT 7.14**7.16**

How many hours per week DO/DID you usually work in your main job or business? Please exclude meal breaks, paid and unpaid overtime

RECORD NUMBER OF HOURS. ROUND UP TO NEAREST HOUR.

DON'T KNOW\CAN'T REMEMBER

IF YES AT 7.14**7.17**

How many hours paid overtime DID/DO you usually work per week?

RECORD NUMBER OF HOURS. ROUND UP TO NEAREST HOUR.

DON'T KNOW\CAN'T REMEMBER

IF YES AT 7.14**7.18**

How many hours unpaid overtime DID/DO you usually work per week?

RECORD NUMBER OF HOURS. ROUND UP TO NEAREST HOUR.

Don't know\can't remember

ASK ALL**7.19**

IF CURRENT EMPLOYEE: Thinking about the 12 months since **INSERT DATE 12 MONTHS AGO**, how many days have you had off as sick?
IF RECENT EMPLOYEE: Thinking about the last 12 months in your most recent job, how many days did you have off as sick?

RECORD NUMBER OF DAYS. ROUND UP TO NEAREST DAY.

DON'T KNOW\CAN'T REMEMBER

7.20

<IF CURRENT EMPLOYEE: And still thinking about the twelve months since **INSERT DATE 12 MONTHS AGO**, have you had> **<IF RECENT EMPLOYEE:** And still thinking about the last 12 months in your most recent job, did you have> any accident or injury, either at work or in the course or carrying out your job?

Yes

No

DK

IF YES AT 7.20

7.21

<IF CURRENT EMPLOYEE: And still thinking about the twelve months since **INSERT DATE 12 MONTHS AGO**, have you had> <IF RECENT EMPLOYEE: And still thinking about the last 12 months in your most recent job, did you have> any work related ill health (other than an accident or injury), either at work or in the course of carrying out your job?

Yes

No

DK

ASK ALL

7.23

Did your **LAST** employer provide you with a written statement or contract stating your terms and conditions of employment when you joined them?

Yes

No

DK

7.24

HAVE YOU SIGNED\DID YOU SIGN an opt-out or agreement, allowing you to work more than 48 hours a week?

Yes

No

DK

NEW SCREEN:

INTERVIEWER: the next question is for the respondent to complete. Pass CAPI machine to respondent

7.25

What **IS/WAS** your pay for your **CURRENT/MOST RECENT** job, before any deductions for tax, national insurance and so on?

If you **WORK/WORKED** part-time, please code your actual pay received (not full-time equivalent).

Under £2,500 PER YEAR / Under £200 PER MONTH / Under £50 PER WEEK
 £2,500 - £4,999 PER YEAR/ £200 - £399 PER MONTH / £50 - £99 PER WEEK
 £5,000 - £9,999 PER YEAR/ £400 - £829 PER MONTH / £100 - £199 PER WEEK
 £10,000 - £14,999 PER YEAR/ £830 - £1,249 PER MONTH / £200 - £289 PER WEEK
 £15,000 - £19,999 PER YEAR/ £1,250 - £1,649 PER MONTH / £290 - £389 PER WEEK
 £20,000 - £24,999 PER YEAR/ £1,650 - £2,099 PER MONTH / £390 - £489 PER WEEK
 £25,000 - £29,999 PER YEAR/ £2,100 - £2,499 PER MONTH / £490 - £579 PER WEEK
 £30,000 - £34,999 PER YEAR/ £2,500 - £2,899 PER MONTH / £580 - £679 PER WEEK
 £35,000 - £39,999 PER YEAR/ £2,900 - £3,349 PER MONTH / £680 - £769 PER WEEK
 £40,000 - £44,999 PER YEAR/ £3,350 - £3,749 PER MONTH / £770 - £869 PER WEEK
 £45,000 - £49,999 PER YEAR/ £3,750 - £4,149 PER MONTH / £870 - £969 PER WEEK
 £50,000 - £79,999 PER YEAR/ £4,150 - £6,666 PER MONTH / £970 - £1,538 PER WEEK
 £80,000 or more PER YEAR/ £6,667 or more PER MONTH / £1,539 or more PER WEEK

Don't know

Refused

NEW SCREEN:

Thank you; now please pass the machine back to the interviewer

7.26

How many days paid holiday **DO/DID** you get each year?

RECORD NUMBER

DK

IF ANSWERED DK AT 7.26 SKIP TO 7.28

7.27

DOES/DID this include bank holidays, or **ARE/WERE** bank holidays extra?

Bank holidays included

Bank holidays extra

Other (specify)

DK

7.28

On a bank holiday, DO/DID you take a paid day off?

READ OUT

Yes – always

Sometimes

No - never

Don't know

7.29

In your main job, DO/DID you work MAINLY....?

SHOW SCREEN

Somewhere quite separate from your home

In your own home

In the same grounds or buildings as your home

In different places using home as a base

7.30 ARE/WERE there any Trade Unions or staff associations at your CURRENT/MOST recent workplace that someone doing your job could join?

INTERVIEWER: (IF NECESSARY), PROMPT 'BY STAFF ASSOCIATION WE MEAN AN ASSOCIATION THAT REPRESENTS THE INTEREST OF THE WORKERS TO THE MANAGEMENT, BUT NOT SOCIAL GROUPS OR SOCIETIES WITHIN A WORKPLACE'

Yes - Trade Union

Yes - Staff Association

No

DK

IF 'YES – TRADE UNION' OR 'YES – STAFF ASSOCIATION' AT 7.30

7.31

ARE/WERE you a member of the trade union or staff association there?

Yes - Trade Union

Yes - Staff Association

No

DK

IF 'YES – TRADE UNION'**7.32****IS/WAS** the union recognised by your employer for pay bargaining purposes?

Yes
No
DK

ASK ALL**7.32a****DO/DID** you have

READ OUT...

A trade union representative at work
Another kind of worker representative
No, neither

ASK ALL**7.33****DO/DID** you **HAVE** to pay your employer, or have money taken from your pay, for anything provided by your employer, such as accommodation, transport, personal protective equipment or meals?

CODE ALL THAT APPLY

Accommodation
Transport
Personal protective equipment
Meals
Other SPECIFY
No, none of these
DK

IF CODES ACCOMODATION, TRANSPORT, PERSONAL PROTECTIVE EQUIPMENT, MEALS OR OTHER SELECTED AT 7.33 ASK FOR EACH**7.34****DO/DID** you **HAVE** to pay for this/these **<ANSWER SELECTED AT 7.33>** to keep your job?

Yes
No
DK

IF CODES ACCOMODATION, TRANSPORT, PERSONAL PROTECTIVE EQUIPMENT, MEALS OR OTHER SELECTED AT 7.33 ASK FOR EACH

7.35 How much DO/DID you have to pay for this/these <ANSWER SELECTED AT 7.33>?

WRITE IN £_____ per day \ week \ month

DK

Refused

ASK ALL

7.36

IS/WAS your manager, the owner, or anyone else senior to you at your workplace, a close family member? By this I mean partner, parent, son\daughter, brother\sister, aunt\uncle or cousin?

Yes

No

7.37

As far as you are aware, **DOES\DID** your employer have a written equal opportunities policy which **IS\WAS** designed to make sure that people are\were not at a disadvantage at work because of characteristics such as their sex, race or disability?

Yes

No

DK

7.38

Have you at any time attended any training about equal opportunities, either at your **CURRENT\MOST RECENT** workplace or in some previous workplace?

Yes – at **CURRENT\MOST RECENT** workplace

Yes – at a previous workplace

No

Can't remember\Don't know

7.39

And **DOES\DID** your employer have a human resources or personnel department that **DEALS\DEALT** with personnel issues?

Yes

No

Don't know

IF 'NO' AT 7.39**7.40**

IS/WAS there one main person or a few people that deal with personnel issues? Would you say...

READ OUT AND CODE ONE ONLY

- One main person deals with personnel issues
- A few people deal with personnel issues
- Personnel issues are dealt with as they arise by different people
- Some other arrangement
- Don't know

ASK ALL**7.54**

In filling YOUR JOB, if several people had the same skills or experience to do the job, would your employer be inclined to favour any of the following? Please select all that apply.

SHOW SCREEN. CODE ALL THAT APPLY

- A man
- A woman
- A younger person
- An older person
- A certain race or ethnic group
- Someone without a disability
- Someone with a certain religious belief
- Someone of a certain sexual orientation
- The best person for the job **FIXED AT BOTTOM OF INVERTED LIST**
- DK

IF CODED 01-08 AT 7.54

7.55

You said that your **INSERT 'LAST' IF NOT CURRENTLY EMPLOYED** employer would be inclined to favour **INSERT ANSWERS FROM 7.54** Why do you think they would do that? Please select all that apply.

PROBE: **Any other reason?**

READ OUT. CODE ALL THAT APPLY.

CODES 01-07 RANDOMISED

Requirements of the job
 Preference of customers
 To fit in with the current employees
 Preference of managers
 Preference of organisation as a whole (Head Office)
 No obvious reason
 Prejudice\ discrimination
 Some other reason (please specify)
 DK

ASK ALL

7.41

In your workplace, **IS/WAS** there a system or procedure for making a formal complaint if there **IS/WAS** something you **ARE/WERE** not happy with?

INTERVIEWER ADD IF NECESSARY: **A grievance procedure.**

Yes

No

Don't know

7.42

And in your workplace, **IS/WAS** there a system or procedure which explains what will happen if your employer is not happy with your performance or behaviour at work?

INTERVIEWER ADD IF NECESSARY: **A disciplinary procedure.**

Yes

No

Don't know

7.43

If you **DID/HAD MADE** make a formal complaint about something, do you think you would **BE/HAVE BEEN** treated fairly, or do you think you might **BE/HAVE BEEN** treated unfairly?

SHOW SCREEN

Definitely would be treated fairly
Probably would be treated fairly
Probably would be treated unfairly
Definitely would be treated unfairly
It depends
DK

7.44

DO/DID you feel able to discuss any problems or concerns you **HAVE/HAD** at work, with your line manager?

SHOW SCREEN

Yes, definitely
Yes, maybe
No
Don't know

7.45

In general, how would you describe relations between management and other employees at your **LAST** workplace ...

READ OUT

Very good,
Quite good,
Not very good,
Or, not at all good?
(DK)
(R)

7.46 And in general, would you say your workplace **IS/WAS...**

READ OUT

Very well managed,
Quite well managed,
Or, not well managed?
(DK)
(R)

7.47

In general, how **DO/DID** you find your job?

READ OUT

Not at all stressful
Mildly stressful
Moderately stressful
Very stressful
Extremely stressful
(DK)

7.48

Now some questions about financial issues. First, do you have a bank or building society account?

CODE ALL THAT APPLY

Yes – bank account
Yes – building society account
No - neither
Don't know

IF 'NO – NEITHER' AT 7.48

7.49

DO/DID you ever use someone else's bank account to receive pay from your employer?

Yes
No (DK)

ASK ALL

7.53

Taking everything together, which of these phrases best describes how you and your household manage financially these days?

SHOW SCREEN

Manage very well
Manage quite well
Get by alright
Don't manage very well
Have some financial difficulties
Are in deep financial trouble
DK

SECTION 8 SOCIO-DEMOGRAPHICS AND OTHER INDIVIDUAL CHARACTERISTICS**ASK ALL UNLESS OTHERWISE STATED****8.1a**

Finally I would like to ask you a few questions about yourself
So, first of all, what was your age last birthday?

RECORD AGE

Refused

IF AGE REFUSED**8.1b**

INTERVIEWER – ESTIMATE AGE GROUP OF RESPONDENT

16-17

18-24

25-34

35-44

45-54

55-64

65-74

75+

ASK ALL**8.2**

INTERVIEWER – CODE RESPONDENT'S SEX

Male

Female

8.3

Starting from the top of the screen, please look down the list of qualifications and tell me the number of the first one you come to that you have passed.

SHOW SCREEN

Higher degree or postgraduate qualifications

Degree (undergraduate) (including B. Ed.), Postgraduate diplomas or Certificates (inc. PGCE), Professional qualifications at degree level (e.g. chartered accountant / surveyor), NVQ / SVQ Level 4 or 5

Diplomas in higher education or other HE qualifications, HNC / HND / BTEC Higher, Teaching qualifications for schools or further education (below degree level), Nursing or other medical qualifications (below degree level), RSA Higher Diploma

A/AS levels / SCE Higher / Scottish Certificate 6th Year Studies, NVQ / SVQ / GSVQ level 3 / GNVQ Advanced, ONC / OND / BTEC National, City and Guilds Advanced Craft / Final level / Part III / RSA, Advanced Diploma

Trade apprenticeships

O level / GCSE grades A-C / SCE Standard / Ordinary grades 1-3, CSE grade 1, NVQ / SVQ / GSVQ level 2 / GNVQ intermediate, BTEC / SCOTVEC first / General diploma, City and Guilds Craft / Ordinary level / Part II / RSA Diploma

O level / GCSE grades D-G / SCE Standard / Ordinary below grade 3, CSE grades 2-5, NVQ / SVQ / GSVQ level 1 / GNVQ foundation, BTEC / SCOTVEC first / General Certificate, City and Guilds part 1 / RSA Stage I-III, SCOTVEC modules / Junior certificate

Other qualifications (including overseas) (specify)

None of these

DK

8.4

Which of these best describes your current home accommodation?

Own it outright

Buying it with the help of a mortgage or loan

Pay part rent and part mortgage (shared ownership)

Rent from local council, housing association or a registered social landlord (HAT etc.)

Rent from private landlord

Live rent free (including rent-free in relative's/parents/friends' property)

Other

Don't know

8.5a**And which of these describes your LEGAL relationship status?**

READ OUT AND CODE FIRST TO APPLY

INTERVIEWER: NOTE THAT CO-HABITING\LIVING WITH A LONG TERM PARTNER IS NOT A LEGAL RELATIONSHIP STATE.

IF NEVE MARRIED\NEVER IN A CIVIL RELATIONSHIP RECORD SINGLE

SHOW CATEGORIES TO RESPONDENT

SINGLE

Single (never been married or entered a Civil Partnership)

MARRIED TO PERSON OF OPPOSITE SEX

Married and living with your partner

Married and separated from your partner

Divorced

Widowed

SAME-SEX (GAY or LESBIAN) CIVIL PARTNERSHIP

In a same-sex Civil Partnership and living with your partner

In a same-sex Civil Partnership, and separated from your partner

Was in a Civil Partnership which has been dissolved

Surviving partner of a Civil Partnership

Refused

IF 'SINGLE' AT 8.5A**8.5b****Can I just check, are you living with someone as a couple?**

Yes

No

(SPONTANEOUS ONLY: Same sex couple)

Don't know

Refused

ASK ALL**8.6****Do you have any dependent children up to the age of 18 living with you?**

IF YES: **How many?**

RECORD NUMBER OF DEPENDENT CHILDREN

Don't know

FOR EACH CHILD:

Age of child

INTERVIEWER: IF CHILD AGED UNDER 1, CODE AS 0 YEARS

Is (child) in full-time education?

Yes/No

ASK ALL

8.7

Do you look after or give any 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? Please exclude financial help or support.

Yes

No

DK

8.8

Do you have someone close to you with whom you can talk about personal things?

Yes

No

Don't know

8.9

DO/DID you have someone AT WORK who you CAN/COULD talk to about any work related problems?

Yes

No

Don't know

8.10

Do you have easy access to the internet?

Yes

No

Don't know

8.11**How is your health in general? Would you say it was...**

Very good
Good
Fair
Bad
Very bad
Don't know

8.12**Do you have any of the following long-standing conditions?**

Deafness or severe hearing impairment
Blindness or severe visual impairment
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying
A learning difficulty
A long-standing psychological or emotional condition
Other, including any long-standing illness
No, I do not have a long-standing condition
DK

IF 'OTHER' AT 8.12**8.12a****What is your long-standing illness or condition?****OPEN****IF ANY LONG-STANDING CONDITION AT 8.12****8.13****Does this long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities?**

Yes
No
Don't know

ASK ALL**8.14**

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

IF NECESSARY: **By this I mean your cultural background**

SHOW SCREEN

White – British
 White – Irish
 White – other White background
 Mixed – White and Black Caribbean
 Mixed – White and Black African
 Mixed – White and Asian
 Mixed – other Mixed background
 Asian or Asian British – Indian
 Asian or Asian British – Pakistani
 Asian or Asian British – Bangladeshi
 Asian or Asian British – other Asian background
 Black or Black British – Caribbean
 Black or Black British – African
 Black or Black British – other Black background
 Chinese
 Other (specify)
 Don't know
 Refused

8.16

What is your country of birth?

England
 Wales
 Scotland
 Northern Ireland
 UK or Britain (don't know the country)
 Republic of Ireland
 Somewhere else SPECIFY

IF BORN IN REPUBLIC OF IRELAND OR SOMEWHERE ELSE**8.17**

And in what year did you FIRST come to the UK to live or work?

RECORD YEAR

Don't know

ASK ALL

8.19

What is your religion, even if you are not practising?

SHOW SCREEN

Christian (including Church of England, Catholic, Protestant and all other Christian denominations)

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion (please specify)

No religion at all

Refused

ASK ALL

SHOW SCREEN

WE'RE COLLECTING THIS INFORMATION TO FIND OUT MORE ABOUT THE DISCRIMINATION PEOPLE MAY FACE FOR DIFFERENT REASONS. THE INFORMATION IS KEPT COMPLETELY ANONYMOUS.

INTERVIEWER: SELF COMPLETION – PASS PEN CAPI TO RESPONDENT

8.21

Which of the options best describes how you think of yourself?

Heterosexual / Straight

Gay / lesbian

Bisexual

Other

(NOT ON SCREEN) Refused

NEW SCREEN:

Thank you; now please pass the machine back to the interviewer

ASK ALL

8.21a

Can I check, is there anything else you would like to say regarding employment rights or problems at work, that we haven't already covered?

OPEN

No, nothing further

8.22

Thank you for taking part in this survey. We may wish to contact you again about taking part in a follow up interview. Would you be willing for TNS to contact you again?

IF NECESSARY ADD:

You don't have to say now whether you would actually do an interview, just whether it would be OK for us to contact you about it?

Yes- willing to be recontacted

No – not willing to be recontacted

IF WILLING TO BE RECONTACTED**8.23**

If the Department for Business, Enterprise and Regulatory Reform wanted to do a follow-up to this study, would you be willing for us to pass on your details to another research organisation like ourselves?

Yes – willing for details to be passed on SIGN SCREEN

No – not willing for details to be passed on

ADD SCREEN:

DO NOT SHOW SCREEN FOR NEXT QUESTION

ASK ALL**8.24**

INTERVIEWER: CODE FOR FLUENCY IN SPOKEN ENGLISH

Competent

Some difficulty with fluency

Major difficulty with fluency

SELF COMPLETION PLACEMENT

ASK ALL**8.25**

I would now like you to complete this short booklet.

INTERVIEWER: OFFER £5 INCENTIVE FOR QUESTIONNAIRE COMPLETION

Self-completion accepted

Self-completion refused

IF SELF-COMPLETION ACCEPTED AT 8.25**8.25a**

INTERVIEWER: WRITE DOWN THE UNIQUE RESPONDENT ID WHICH IS SHOWN BELOW IN THE BOX ON THE TOP RIGHT CORNER OF THE FRONT OF THE SELF COMPLETION QUESTIONNAIRE. **PLEASE WRITE THIS NUMBER DOWN BEFORE LEAVING THIS SCREEN.**

ALSO WRITE DOWN TODAY'S DATE AND YOUR INTERVIEWER NUMBER IN THE BOX ON THE SELF COMPLETION QUESTIONNAIRE.

ONCE YOU HAVE WRITTEN THIS INFORMATION DOWN, HAND THE SELF COMPLETION QUESTIONNAIRE TO THE RESPONDENT.

Unique respondent ID is:

DISPLAY RESPONDENT'S UNIQUE SERIAL NUMBER/ID FROM SAMPLE FILE

8.26

ASK RESPONDENT TO SIGN SHEET – INCENTIVE RECEIVED

8.27

INTERVIEWER CODE:

Self-completion to be returned by respondent by post
Self-completion collected by interviewer

E Self-completion questionnaire

--

Office use only

--

Respondent number

Interviewer No.

--	--	--	--	--	--

Date:

--	--	--	--	--	--

Time:

--	--	--	--



Fair Treatment at Work Survey 2008

BERR | Department for Business Enterprise & Regulatory Reform

Thank you for participating in the interview for this survey and for agreeing to give us a little more of your time to complete this short paper survey to answer just a few additional questions.

Please answer every section, your answers are confidential.

Please return the completed questionnaire in the pre paid envelope as soon as possible.

I hope you have enjoyed taking part in this important research project and if you have queries, please do not hesitate to contact the survey helpline on 0800 018 7011.

Many thanks

Siân Llewellyn-Thomas
Survey Manager (TNS)

Instructions

Please read each question carefully. For most questions you will be asked to "X" in the appropriate box next to the answer that describes you best. If you make a mistake, just blank out the mistake like this and carry on. If you don't know the answer just "X" the "don't know" box or leave the question blank. Please complete the questionnaire in a BLACK or BLUE pen only.

About your work

A.1 As far as you are aware, have you in your main job undertaken any initiative in the last 12 months to reduce stress at work?

PLEASE 'X' ONE BOX ONLY

Yes

No

Don't Know

A.2 **In the last 12 months, has your line manager discussed with you the stresses in your job?**
 PLEASE 'X' ONE BOX ONLY

Yes

No

Don't Know

B.1-8 **How often do each of the following statements apply to you at work?**
 PLEASE 'X' ONE BOX ON EACH LINE

	Never	Seldom	Sometimes	Often	Always	Don't know
I am clear what is expected of me at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am clear about the goals and objectives for my department at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to go about getting my job done at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is friction or anger between colleagues at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am clear what my duties and responsibilities are at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how my work fits into the overall aim of the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am subject to personal harassment in the form of unkind words or behaviour at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am subject to bullying at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.9-22 **How often do each of the following statements apply to you at work?**
 PLEASE 'X' ONE BOX ON EACH LINE

	Never	Seldom	Sometimes	Often	Always	Don't know
I have unrealistic pressures at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a choice in deciding how I do my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can decide when to take a break at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am pressured to work long hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have achievable deadlines at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have to work very fast at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given supportive feedback on the work I do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have to work very intensively at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a say in my own work speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a choice in deciding what I do at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different groups at work demand things from me that are hard to combine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am unable to take sufficient breaks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the work gets difficult, my colleagues will help me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can rely on my line manager to help me out with a work problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.23-28 **How strongly do you agree or disagree with each of the following statements?**

PLEASE 'X' ONE BOX ON EACH LINE

	Strongly disagree	Tend to disagree	Neutral	Tend to agree	Strongly agree	Don't know
Staff are consulted about change at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationships at work are strained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have sufficient opportunities to question managers about change at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When changes are made at work, I am clear how they will work out in practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My line manager encourages me at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have some say over the way I work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.29-35 **How strongly do you agree or disagree with each of the following statements?**

PLEASE 'X' ONE BOX ON EACH LINE

	Strongly disagree	Tend to disagree	Neutral	Tend to agree	Strongly agree	Don't know
I receive the respect I deserve from my colleagues at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can talk to my line manager about something that has upset or annoyed me about work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am supported through emotionally demanding work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My working time can be flexible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My colleagues at work are willing to listen to my work-related problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have to neglect some tasks because I have too much to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get the help and support I need from my colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Trust

C.1 **Another topic we are interested in is trust. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?**

PLEASE 'X' ONE BOX ONLY

- Most people can be trusted
- Can't be too careful in dealing with people
- Don't Know

C.2-4 **Now thinking about the managers at your main workplace, to what extent do you agree or disagree with the following?**

PLEASE 'X' ONE BOX ON EACH LINE

	Strongly disagree	Tend to disagree	Neutral	Tend to agree	Strongly agree	Don't know
Managers can be relied upon to keep to their promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managers are sincere in attempting to understand employees' views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managers deal with employees honestly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C.5 **And how would you rate the level of trust that management has in the workers at your workplace?**

PLEASE 'X' ONE BOX ONLY

Very low	Fairly low	Neither low nor high	Fairly high	Very high	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Employer Related Behaviour

D.1-3 **Please say how much you agree or disagree with the following...**

PLEASE 'X' ONE BOX ON EACH LINE

	Strongly disagree	Tend to disagree	Neutral	Tend to agree	Strongly agree	Don't know
Where I work, the needs of the organisation always come before the needs of the people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I work, you have to compromise your principles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I work, people are not treated as individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feelings About Work

E.1-6 **Thinking of the past few weeks, how much of the time has your job made you feel each of the following?**

PLEASE 'X' ONE BOX ON EACH LINE

	All of the time	Most of the time	Some of the time	Occasionally	Never	Don't know
Tense	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worried	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneasy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MANY THANKS FOR YOUR TIME COMPLETING THIS SURVEY.
PLEASE RETURN THE COMPLETED QUESTIONNAIRE IN THE ENVELOPE PROVIDED
AND POST AS SOON AS POSSIBLE

F Code frames

QA

Which of these best describes your main current activity?

Back coded into the following pre-codes if possible:

- Working for an employment agency on assignment to a company
- Working for an employer
- Self-employed
- Owner of your own business
- In full-time education
- Looking after the home or family
- Permanently retired from work
- Unemployed and seeking work
- Waiting to take up paid work already obtained
- Registered with an employment agency and waiting for work
- On a Government work or training scheme
- Doing unpaid work for a business that you own, or that a relative owns
- Long term sick or disabled
- Temporarily unable to work because of short-term illness or injury

QE

(In your main job) Are you/Were you paid for your work...

Back coded into the following pre-codes if possible:

- By the organisation you do the work for
- By an employment agency for work undertaken on assignment to a company

3.6

What do you think the penalties are for an employer who does not pay the National Minimum Wage?

Back coded into the following pre-codes if possible:

- Fine up to £500
- Fine up to £5000
- Fine up to £50000
- Prison
- Business can be closed down

New code raised:

- No penalty / nothing

4.2, 4B.3 & 4.9

The same codeframe was used for these three questions.

**4.2 Who or where would you go to first in order to get this information?
[about your rights at work]**

4B.3 And assuming you couldn't get the information you wanted from [first source], how else do you think you might try to get general information about your rights at work?

4.9 And if you wanted to find out about the National Minimum Wage, where would you go to first in order to get this information?

Back coded into the following pre-codes if possible:

WORKPLACE SOURCE

Personnel\HR officer

Manager at work

Union representative AT WORK

Staff Association representative AT WORK

Other colleague at work

Work Intranet

Staff handbook

Other source of information at work

Friend or relative with specialist knowledge

Friend or relative without specialist knowledge

METHOD

Telephone / helpline

A website/the Internet

Go somewhere / visit / face to face

PROVIDER

A Trade Union

ACAS

Citizens Advice Bureau

Solicitor

Jobcentre or Jobcentre Plus/Benefits office

Employment Tribunal Service

Library

HMRC / Inland Revenue

Other Government department

New code raised:

Local Authority / Council

4.2a, 4B.3a & 4.9a

These three questions used the same codeframe.

How would you get the information from [provider named at 4.2, 4B.3 or 4.9]?

Back coded into the following pre-codes if possible:

- By telephone / helpline
- A website/the Internet
- Go somewhere / visit / face to face

4.2b, 4b.3b & 4.9b

These three questions used the same codeframe.

Which organisation / where would you go? / Which website would you go to? / Which helpline would you use?

Back coded into the following pre-codes if possible:

- A Trade Union
- ACAS
- Citizens Advice Bureau
- Solicitor
- Jobcentre or Jobcentre Plus/Benefits office
- Employment Tribunal Service
- Library
- HMRC / Inland Revenue
- Other Government Department
- Do a general search (e.g. Google)

5.3(c)

You mentioned that you had problems to do with your pay in the last five years. What was the specific problem, in relation to this?

Back coded into the following pre-codes if possible:

- Not receiving all or part of pay due
- Having deductions made from pay
- Not being paid on time
- Being paid less than the National Minimum Wage
- Being paid less than the pay rate agreed with employer
- Not being paid for all hours worked
- Not receiving holiday pay
- Not receiving sick pay
- Not receiving maternity / paternity pay

New code raised:

- Administrative errors/delays

5.10A & 5.10B

These two questions used the same codeframe.

5.10A I'd now like to ask you about the unfair treatment you said you experienced. Was this due to anything on this screen? You can choose as many as you like or none at all. I will be showing you some more screens in a moment.

5.10B And now I'd like to ask you about the discrimination you said you experienced. Was this due to anything on this screen? You can choose as many as you like or none at all. I will be showing you some more screens in a moment?

Back coded into the following pre-codes if possible:

- Your position in the organisation
- It's just the way things are where you work
- Your performance at work
- The attitude or personality of others
- People's relationships at work (e.g. favouritism)
- People having a group or clique at work and excluding you from it
- Your age
- Your gender
- Your religion or beliefs
- Your sexual orientation (e.g. gay, straight, lesbian, bi-sexual etc)
- Your race or ethnic group or the colour of your skin
- A disability you may have
- A long-term illness or other health problem
- Union membership
- Being pregnant
- Taking maternity / paternity / parental leave
- Your nationality
- Your physical appearance or the way you dress
- Your family or caring responsibilities
- Your marital status
- Your accent
- Where you live
- Your social class

New codes raised:

- Your personality
- Refused

6.6A, 6.6B, 6.6AUT & 6.6BUT

These four questions used the same codeframe.

**Was the unfair treatment/discrimination related to any of the following?
Please select all that apply.**

Back coded into the following pre-codes if possible:

- Pay
- Pensions
- Other benefits, perks and bonuses besides pay
- Working hours
- Taking holidays
- Applying for a job
- Being promoted
- Getting training
- Disciplinary action
- Redundancy
- Retirement
- Being allowed to work flexibly (changing hours of work)
- Being ignored
- Being excluded from social activities / not being part of a social group
- Assessment of work performance / appraisal
- Workload
- Type of work given
- Management of sick leave benefits
- Reasonable adjustments under the Disability Discrimination Act (DDA)
- Returning to work after time on incapacity benefit

New codes raised:

- Refused
- Nothing

6.6D, 6.6DSH & 6.6DBH

The same codeframe was used for these three questions.

Who was the person/persons who caused the problem?

Back coded into the following pre-codes if possible:

- Employer, Supervisor(s) or line manager(s) / Senior manager(s)
- Co-worker(s) / Colleague(s)
- Sub-ordinate(s) or people in lower positions than you
- Customer(s) / Client(s)
- Not an individual (i.e. the organisation)

New codes raised:

- Refused
- Don't know

6.10, 6.10UT, 6.10SH & 6.10BH

The same codeframe was used for these four questions.

Did you, try to get advice or information to help you resolve this problem from any of these sources?

Back coded into the following pre-codes if possible:

- Personnel/HR officer
- Manager at work
- Union representative AT WORK
- Staff Association representative AT WORK
- Other colleague at work
- Work Intranet
- Staff handbook
- Other source of information at work
- Friend or relative with specialist knowledge
- Friend or relative without specialist knowledge
- A Trade Union
- Acas
- Citizens Advice Bureau
- Solicitor
- DirectGov website
- Jobcentre or Jobcentre Plus/Benefits office
- Employment Tribunal Service
- Library
- No- none of these

New code raised:

Internet

6.16

When you tried to get advice or information from [first advisor] which of these things were you looking for?

Back coded into the following pre-codes if possible:

- I wanted to know who to contact/where to get help
- I wanted to know about my legal rights
- I wanted to know about procedures/what to do next
- I wanted to know how much it might cost me
- I wanted them to act on my behalf/take on my case
- I wanted other advice or help
- I wanted justice/redress

New codes raised:

- To resolve the problem/find the answer to my problem
- The correct pay/wage rate/salary related query

6.17

Why did you approach [first advisor] for information and advice?

Back coded into the following pre-codes if possible:

- They have a good reputation
- From experience of using them in the past
- They offer good advice / information
- They settle disputes
- They are impartial
- They are trusted
- They are free / low cost
- It was recommended
- They understand my point of view
- They provide a multi-lingual service
- Only organisation I knew about
- Didn't know where else to go
- It was suggested

New codes raised:

- They were in a similar situation/had similar problems
- First place I thought of
- Procedure at place of work
- Thought it was the right place to go
- They are approachable
- They are a trade union member/representative
- I am a trade union member
- None

6.23, 6.23UT, 6.24, 6.26, 6.28 and 6.30

These five questions used the same codeframe.

6.23 Why did you not try to resolve the problem informally?

6.23UT Why did you not try to resolve the problem informally?

6.24 Why did you not put your concerns about the issue that led to the problem in writing to your employer? This includes letters, faxes and emails.

6.26 Why did you not discuss the issue with your employer?

6.28 Why did you not have a formal meeting with your employer?

6.30 Why did you not make an application to an employment tribunal?

Back coded into the following pre-codes if possible:

- Problem was not serious enough to take this action
- Did not think this was appropriate for this problem
- Prepared to put up with the problem
- Employer wasn't willing to sort it out
- Not worth the hassle/aggravation
- Didn't think it would resolve the problem
- Not confident that I would be listened to
- Worried about potential treatment by other colleagues
- Would affect future prospect / getting a reference
- Worried I might lose my job
- Didn't know where to go/how to go about it
- Worried I would get labelled a trouble maker

New codes raised:

- Decided to leave/got another job
- Only just happened
- I have not got round to it yet/this is my next move
- Followed normal procedure/dealt with formally
- Problem was resolved
- Did try to do this

6.31a

Which of these best describes the outcome of your employment tribunal application?

Back coded into the following pre-codes if possible:

- Still awaiting the outcome
- Settled with employer before tribunal hearing without external mediation
- Settled with employer before tribunal hearing with mediation
- Withdrew case without receiving anything from employer
- A full tribunal hearing decided in my favour
- A full tribunal hearing decided in favour of my employer
- The case was dismissed by the Employment Tribunal Service

6.31b**Who mediated between you and your employer?**

Back coded into the following pre-codes if possible:

- ACAS
- Citizens Advice
- A solicitor

6.34**What (other) steps did you take to try to resolve the problem or dispute?**

A new code frame was created for this question:

- Legal action
- Appeals procedure
- Contacted union/union representative
- Talked to perpetrator
- Contacted Solicitor
- Manager/co-worker spoke on my behalf.
- Contacted HR / line manager / senior manager
- Medical/counselling/occupational health and safety help
- Workload altered/changed teams
- Not stated
- None
- Others
- Don't know

6.35b**Which of these best describes how you left your employer?**

Back coded into the following pre-codes if possible:

- I resigned/left of my own accord
- I was made redundant
- I was dismissed
- I retired

New codes raised:

- Retired on ill health by doctor
- Compromise agreement negotiated

6.35c

Which of these best describes how this problem or dispute was resolved?

Back coded into the following pre-codes if possible:

- My employer took action to address my problem/complaint
- I took action to address my employer's problem/complaint
- My employer and I came to a compromise
- I moved jobs within the organisation
- Nothing/just went on as before/forgot about it
- Someone else resigned/was dismissed

New codes raised:

- I left/moved jobs (no details)
- Made redundant

6.45

What help and support would have benefited you?

A new code frame was created for this question:

- Financial support / financial help
- Human Resources to be more helpful
- Independent advice/external help
- More knowledge of my rights/the law
- More information
- Employer having a more structured procedure/policy
- Someone to accompany me/represent me with management
- Support/help/action from management/employer
- Union representation/assistance/being a union member
- Contact with/having a work representative
- Better advice
- Obtained advice/help from CAB
- Knowing where to go for help/advice
- Not stated
- None
- Others
- Don't Know

6.48

What do you wish you had done differently?

The codeframe from the 2005 Employment Rights at Work survey was used:

- Acted sooner
- Been more assertive/forceful
- Acted more calmly/less emotionally
- Taken things down in writing
- Joined a Union/went to my Union
- Found out more information about my rights
- Spoken to my employer/the party I was in dispute with about it
- Sought legal advice
- Went through formal grievance procedures/done things more formally
- Contacted an advisor/appointed an advisor to deal with the problem on my behalf
- Gone to HR/Personnel
- Seen things through to the end
- Others
- Not stated
- Don't Know

New codes raised:

- Should have kept quiet/done nothing/not wasted my time
- Wish I had left / resigned sooner
- Gone on sick leave
- Talked it over / informally
- Nothing / no

7.1

I would now like to ask you some general questions about your employer. What kind of organisation is/was it?

Back coded into the following pre-codes if possible:

- A family run private firm or business or limited company
- Any other private firm or business or limited company
- A public limited company or PLC
- Central Government or Civil Service
- Local government or council (including Police, Fire Service and local authority controlled Schools and Colleges)
- A University or other grant funded education establishment
- A health Authority or NHS Trust
- A Charity, Voluntary organisation or Trust
- The armed forces

7.2

Thinking about your current/most recent job, can you tell me what does the organisation you work/worked for mainly make or do at the place where you work/worked?

Coded to SIC 2007 (to two digits):

- Agriculture, Forestry and Fishing
- Mining and Quarrying
- Manufacturing
- Electricity, Gas, Steam and Air Conditioning Supply
- Water Supply; Sewerage, Waste Management And Remediation Activities
- Construction
- Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles
- Transportation and Storage
- Accommodation and Food Service Activities
- Information and Communication
- Financial and Insurance Activities
- Real Estate Activities
- Professional, Scientific and Technical Activities
- Administrative and Support Service Activities
- Public Administration And Defence; Compulsory Social Security
- Education
- Human Health and Social Work Activities
- Arts, Entertainment and Recreation
- Other Service Activities
- Activities Of Households As Employers; Undifferentiated Goods-And Services-Producing
- Activities Of Households For Own Use
- Activities of Extraterritorial Organisations and Bodies
- Others

7.3 & 7.4

7.3 What is/was your (main) job?

7.4 What do/did you mainly do in your job?

Coded to SOC 2000 (4 digits)

7.10

In what way is/was your job not permanent?

Back coded into the following pre-codes if possible:

- Seasonal work
- Done under contract for a fixed period or a fixed task
- Agency temping
- Casual type of work

New code raised:

- Closing down/being made redundant

7.27

Does/did this include bank holidays, or are/were bank holidays extra?

Back coded into the following pre-codes if possible:

- Bank holidays included
- Bank holidays extra

New codes raised:

- Depends on work pattern
- Not stated

7.33

Do/did you HAVE to pay your employer, or have money taken from your pay, for anything provided by your employer, such as accommodation, transport, personal protective equipment or meals?

Back coded into the following pre-codes if possible:

- Accommodation
- Transport
- Personal protective equipment
- Meals
- Others
- No, none of these

New codes raised:

- Car
- Parking
- Medical insurance
- Uniform/clothes
- Union Subscription

7.55

You said that your employer would be inclined to favour [answer from 7.54]. Why do you think they would do that? Please select all that apply.

Back coded into the following pre-codes if possible:

- Requirements of the job
- Preference of customers
- To fit in with the current employees
- Preference of managers
- Preference of organisation as a whole (Head Office)
- No obvious reason
- Prejudice\ discrimination

New codes raised:

- Cheaper to employ/pay them less
- Fit in with guidelines/meet targets
- More reliable/enthusiastic/harder working

8.3

Starting from the top of the screen, please look down the list of qualifications and tell me the number of the first one you come to that you have passed.

Back coded into the following pre-codes if possible:

Higher degree or postgraduate qualifications

Degree (undergraduate) (including B. Ed.), Postgraduate diplomas or Certificates (inc. PGCE), Professional qualifications at degree level (e.g. chartered accountant / surveyor), NVQ / SVQ Level 4 or 5

Diplomas in higher education or other HE qualifications, HNC / HND / BTEC Higher, Teaching qualifications for schools or further education (below degree level), Nursing or other medical qualifications (below degree level), RSA Higher Diploma

A/AS levels / SCE Higher / Scottish Certificate 6th Year Studies, NVQ / SVQ / GSVQ level 3 / GNVQ Advanced, ONC / OND / BTEC National, City and Guilds Advanced Craft / Final level / Part III / RSA, Advanced Diploma

Trade apprenticeships

O level / GCSE grades A-C / SCE Standard / Ordinary grades 1-3, CSE grade 1, NVQ / SVQ / GSVQ level 2 / GNVQ intermediate, BTEC / SCOTVEC first / General diploma, City and Guilds Craft / Ordinary level / Part II / RSA Diploma

O level / GCSE grades D-G / SCE Standard / Ordinary below grade 3, CSE grades 2-5, NVQ / SVQ / GSVQ level 1 / GNVQ foundation, BTEC / SCOTVEC first / General Certificate, City and Guilds part 1 / RSA Stage I-III, SCOTVEC modules / Junior certificate

Others

None of these

New codes raised:

City and Guilds - no more detail

Overseas educational qualifications - no details

8.4

Which of these best describes your current home accommodation?

Back coded into the following pre-codes if possible:

- Own it outright
- Buying it with the help of a mortgage or loan
- Pay part rent and part mortgage (shared ownership)
- Rent from local council, housing association or a registered social landlord (HAT etc.)
- Rent from private landlord
- Live rent free (including rent-free in relative's/parents/friends' property)

New codes raised:

- Stay in parents home - contributes to costs

8.12a

What is your long-standing illness or condition?

A new code frame was created for this question:

- Angina
- Arthritis/rheumatoid arthritis
- Asthma
- Back/neck problem
- Blood related/circulatory
- Cancer
- Crohn's disease
- Diabetes
- Digestive/bowel condition
- Epilepsy
- Heart problems
- Hypertension/High Blood Pressure
- Immune system problems
- Kidney problems
- M.E.
- Mental health
- Migraine
- Multiple sclerosis
- Orthopaedic related
- Osteoporosis
- Sight/eye problems
- Sleep apnoea
- Stress/depression
- Thyroid/hypothyroidism
- Others
- Refused
- Not stated

8.14

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

Back coded into the following pre-codes if possible:

- White – British
- White – Irish
- White – other White background
- Mixed – White and Black Caribbean
- Mixed – White and Black African
- Mixed – White and Asian
- Mixed – other Mixed background
- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – other Asian background
- Black or Black British – Caribbean
- Black or Black British – African
- Black or Black British – other Black background
- Chinese

8.16

What is your country of birth?

Back coded into the following pre-codes if possible:

- England
- Wales
- Scotland
- Northern Ireland
- UK or Britain (don't know the country)
- Republic of Ireland

New codes raised:

- Cyprus
- Czech Republic
- France
- Germany
- Hungary
- Italy
- Lithuania
- Netherlands/Holland
- Poland
- Portugal
- Romania
- Slovakia
- Spain
- Europe - other named countries
- Ghana
- Kenya
- Morocco

Nigeria
South Africa
Zimbabwe
Africa- other named countries
Africa - unspecified
Bangladesh
Hong Kong
India
Pakistan
Sri Lanka
Philippines
Asia - other named countries
Australia
Canada
China
New Zealand
USA
Jamaica
Middle East - named countries
Caribbean - other named countries
South America - named countries
Refused
Don't know
Not stated

8.19

What is your religion, even if you are not practising?

Back coded into the following pre-codes if possible:

Christian (including Church of England, Catholic, Protestant and all other
Christian denominations)
Buddhist
Hindu
Jewish
Muslim
Sikh
No religion at all

Fair Treatment at Work Survey 2008

Derived variable specification

Prepared for:

Employment Market Analysis and Research, The Department for Business

Illcond	Longstanding illness / condition	
	1 Yes	code 1 at any of q8_121 to q8_126
	2 No	q8_127=1
	3 Don't know / Not stated	q8_128=1
Sexori	Sexual orientation	
	1 Gay/Lesbian/Bisexual	code 2 or code 3 at q8_21
	2 Heterosexual	code 1 at q8_21
	3 Other/Refused	code 4 or code 5 at q8_21
Birth	Country of birth	
	1 UK	codes 1 to 5 at q8_16
	2 Non-UK	codes 6 to 44 at q8_16
	3 Refused/Not stated/Don't know	codes 45 to 47 at q8_16
Emptype	Employment type	
	1 Current	code 1 or code 2 at qa OR code 1 at qd
	2 Former	codes 3 to 15 at qa AND codes 2 to 4 at qd
Orgtyp	Organisation type	
	1 Private	codes 1 to 3 at q7_1
	2 Public	codes 4 to 7 or code 9 at q7_1
	3 Third sector	code 8 at q7_1
	4 Others/Don't know	codes 10 or 11 at q7_1
Contrtyp	Contract type	
	1 Permanent	code 1 at q7_9
	2 Non-permanent	code 2 at q7_9
Workstat	Working status	
	1 Full time	code 3 at q7_15
	2 Part time	codes 1 or 2 at q7_15
Noofemp	Number of employees	
	1 1 to 9	code 1 at q7_6
	2 10 to 24	codes 2 or 3 at q7_6
	3 25 to 99	codes 4 or 5 at q7_6
	4 100 to 499	codes 6 to 8 at q7_6
	5 500+	code 9 at q7_6

Mangdut	Managerial duties	
	1 Yes	codes 1 or 2 at q7_5
	2 No	code 3 at q7_5
Servlen	Length of service	
	1 Up to 1 yr	0 at q7_8yn
	2 1 to 2yrs	1 or 2 at q7_8yn
	3 3 to 5 yrs	3 to 5 at q7_8yn
	4 6 to 15 yrs	6 to 15 at q7_8yn
	5 More than 15 yrs	16+ at q7_8yn
Earn	Earnings	
	1 Under 15K	codes 1 to 4 at q7_25
	2 15K to 24.99K	codes 5 or 6 at q7_25
	3 25K to 39.99K	codes 7 to 9 at q7_25
	4 40K+	codes 10 to 13 at q7_25
Tradun1	Trade Union: Trade Union/Staff Assoc Membership	
	0 No	code 1 at q7_303 OR code 0 at q7_311
	1 Yes	code 1 at q7_311
	-99.99 Missing	code 1 at q7_304 OR code 1 at q7_314
Tradun2	Staff Assoc: Trade Union/Staff Assoc Membership	
	0 No	code 1 at q7_303 OR code 0 at q7_312
	1 Yes	code 1 at q7_312
	-99.99 Missing	code 1 at q7_304 OR code 1 at q7_314
Tradun3	Neither: Trade Union/Staff Assoc Membership	
	0 No	code 1 at q7_311 OR code 1 at q7_312
	1 Yes	code 1 at q7_313 OR code 1 at q7_303
	-99.99 Missing	code 1 at q7_304 OR code 1 at q7_314

Workpro1 None: problems at work
 1 Yes definition given below:
 q5_1013 = 1 & q5_1023 = 1 & q5_1033 = 1 & q5_1043 = 1 & q5_1053 = 1 &
 q5_1063 = 1 & q5_1073 = 1 & q5_1083 = 1 & q5_1093 = 1 & q5_1103 = 1 &
 q5_1113 = 1 & q5_1123 = 1 & q5_1133 = 1 & q5_1143 = 1 & q5_1153 = 1 &
 q5_1163 = 1 & q5_1173 = 1 & q5_1183 = 1 & q5_43 = 1 & q5_53 = 1 & q5_63 =
 1 & q5_73 = 1 & q5_81 = 2 & q5_82 = 2

Workpro2 Any: Problems at work
 1 Yes definition given below:
 q5_1011 = 1 or q5_1021 = 1 or q5_1031 = 1 or q5_1041 = 1 or q5_1051 = 1 or
 q5_1061 = 1 or q5_1071 = 1 or q5_1081 = 1 or q5_1091 = 1 or q5_1101 = 1 or
 q5_1111 = 1 or q5_1121 = 1 or q5_1131 = 1 or q5_1141 = 1 or q5_1151 = 1 or
 q5_1161 = 1 or q5_1171 = 1 or q5_1181 = 1 or q5_1012 = 1 or q5_1022 = 1 or
 q5_1032 = 1 or q5_1042 = 1 or q5_1052 = 1 or q5_1062 = 1 or q5_1072 = 1 or
 q5_1082 = 1 or q5_1092 = 1 or q5_1102 = 1 or q5_1112 = 1 or q5_1122 = 1 or
 q5_1132 = 1 or q5_1142 = 1 or q5_1152 = 1 or q5_1162 = 1 or q5_1172 = 1 or
 q5_1182 = 1 or q5_41 = 1 or q5_42 = 1 or q5_51 = 1 or q5_52 = 1 or q5_61 = 1
 or q5_62 = 1 or q5_71 = 1 or q5_72 = 1 or q5_81 = 1 or q5_82 = 1

Workpro3 Unfair treatment: Problems at work
 1 Yes q5_41 = 1 or q5_42 = 1

Workpro4 Discrimination: Problems at work
 1 Yes q5_51 = 1 or q5_52 = 1

Workpro5 Sexual Harassment: Problems at work
 1 Yes q5_61 = 1 or q5_62 = 1

Workpro6 Bullying/Harassment: Problems at work
 1 Yes q5_71 = 1 or q5_72 = 1

Nssec2 NS-SEC2
 1 Managerial and professional occupations codes 1 or 2 at nssec1
 2 Intermediate occupations codes 3 or 4 at nssec1
 3 Routine and manual occupations codes 5 to 7 at nssec1

Age5	Age in 5 groups		
	1	16-24	
	2	25-32	
	3	33-40	
	4	41-49	
	5	50 and over	
Agesum	Age summarised		
	1	16-24	
	2	25-49	
	3	50 and over	
Gor3	National level region		
	1	England	codes 1 to 9 at gor
	2	Wales	code 10 at gor
	3	Scotland	code 11 at gor
Ethnic	Ethnic group		
	1	White	codes 1 to 3 at q8_14
	2	Black / Mixed / Asian / Chinese / Other	codes 4 to 16 at q8_14
	3	DK / Refused	codes 17 or 18 at q8_14
Hedqual	Highest educational qualification		
	1	Higher degree or postgraduate	code 1 at q8_3
	2	Degree (undergraduate)	code 2 at q8_3
	3	Diploma in HE	code 3 at q8_3
	4	A/AS levels/SCE Higher	code 4 at q8_3
	5	O level/GCSE grades A-C	code 6 at q8_3
	6	O level/GCSE grades D-G	code 7 at q8_3
	7	Other incl. Trade Apprenticeships	code 5, 8, 9 or 10 at q8_3
	8	None	code 11 at q8_3
	9	Don't know/Not stated	codes 12 or 13 at q8_3
Tusamem	Member of trade union or staff association		
	1	Yes	q7_311 = 1 or q7_312 = 1
	2	No	q7_303 = 1 or q7_313 = 1
	3	Don't know	q7_304 = 1 or q7_314 = 1
Turec	Trade Union recognition		
	1	Yes	q7_32 = 1
	2	No	(q7_32 = 2) or (q7_303 = 1) or (q7_302 = 1 and q7_301 ≠ 1)
	3	Don't know	q7_32 = 3 or q7_304 = 1

Equalopptr	Had equal opportunities training	
	1 Yes	q7_38=1 or q7_38=2
	2 No	q7_38=3
	3 DK	q7_38=4
Emp	Currently employed?	
	1 Yes	(qa = 1) or (qa = 2) or (qa = 3 to 15 & qd = 1)
	2 No	qa = 3 to 15 & qd = 2 to 4
Religion	Religion	
	1 Christian	code 1 at q8_19
	2 Non-Christian/no religion	codes 2 to 9 at q8_19
Eopptr	Whether has had equal opps training	
	1 Yes (current or previous)	code 1 or 2 at q7_38
	2 No	code 3 at q7_38
	3 Don't know	code 4 at q7_38
Sic9	Standard Industry Classification (9 groups)	
	1 Agriculture and fishing	code 1 at sic
	2 Energy and water	code 2, 4 or 5 at sic
	3 Manufacturing	code 3 at sic
	4 Construction	code 6 at sic
	5 Distribution, hotels and restaurants	code 7 or 9 at sic
	6 Transport and communication	code 8 or 10 at sic
	7 Banking, finance and insurance	code 11 to 14 at sic
	8 Public administration, education and health	code 15 to 17 at sic
	9 Other services	code 18 to 22 at sic
Problength	Duration of problem in years	
	Calculated by subtracting when the problem ended (q6_9yn and q6_9) from when the problem started (q6_2yn and q6_2)	

NAQlots	Extent of experience of negative behaviour (q6_49)	
	1	None at all code 1 at all of q6_491 to q6_497
	2	Some but less frequent answered codes 4 to 6 to fewer than three of q6_491 to q6_497 and did not answer just code 1 or just code 7 to these questions
	3	At least 3 items monthly or more frequently codes 4 to 6 to at least three of q6_491 to q6_497
	-9	Don't know to all code 7 at all of q6_491 to q6_497
Factor1	NAQ Denigration and disrespect	
	0	Not top quintile (<i>based on factor score generated in analysis</i>)
	1	Top quintile (<i>based on factor score generated in analysis</i>)
Factor2	NAQ Unreasonable management	
	0	Not top quintile (<i>based on factor score generated in analysis</i>)
	1	Top quintile (<i>based on factor score generated in analysis</i>)
Factor3	NAQ Violence	
	0	Not top quintile (<i>based on factor score generated in analysis</i>)
	1	Top quintile (<i>based on factor score generated in analysis</i>)

Ch5count Overlap between different categories of problems

This variable counts how many of the following eight conditions are satisfied for a respondent:

- Employment rights:
q5_1011 = 1 or q5_1021 = 1 or q5_1031 = 1 or q5_1041 = 1 or
q5_1051 = 1 or q5_1061 = 1 or q5_1071 = 1 or q5_1081 = 1 or
q5_1091 = 1 or q5_1101 = 1 or q5_1111 = 1 or q5_1121 = 1 or
q5_1131 = 1 or q5_1141 = 1 or q5_1151 = 1 or q5_1161 = 1 or
q5_1171 = 1 or q5_1181 = 1 or q5_1012 = 1 or q5_1022 = 1 or
q5_1032 = 1 or q5_1042 = 1 or q5_1052 = 1 or q5_1062 = 1 or
q5_1072 = 1 or q5_1082 = 1 or q5_1092 = 1 or q5_1102 = 1 or
q5_1112 = 1 or q5_1122 = 1 or q5_1132 = 1 or q5_1142 = 1 or
q5_1152 = 1 or q5_1162 = 1 or q5_1172 = 1 or q5_1182 = 1
- Unfair Treatment
q5_41 = 1 or q5_42 = 1
- Discrimination
q5_51 = 1 or q5_52 = 1
- Bullying and harassment
q5_71 = 1 or q5_72 = 1
- Sexual harassment
q5_61 = 1 or q5_62 = 1
- Other problem to do with rights at work
q5_81 = 1
- Other problem with severe impact on health or wellbeing
q5_82 = 1
- Other problem with severe impact on financial situation
q5_83 = 1

Awareness Count of rights awareness (Q2.6)

This variable counts the number of correct answers a respondent gave at Q2.6, the correct answers are:

q2_6_1 = 1	q2_6_11 = 2	q2_6_18 = 1
q2_6_2 = 2	q2_6_12 = 1	q2_6_17 = 1
q2_6_3 = 1	q2_6_13 = 1	q2_6_16 = 1
q2_6_4 = 1	q2_6_14 = 1	q2_6_24 = 1
q2_6_5 = 1	q2_6_15 = 1	q2_6_25 = 1
q2_6_6 = 1	q2_6_23 = 1	q2_6_26 = 1
q2_6_7 = 1	q2_6_22 = 1	q2_6_27 = 1
q2_6_8 = 2	q2_6_21 = 2	q2_6_28 = 1

q2_6_9 = 1
q2_6_10 = 2

q2_6_20 = 1
q2_6_19 = 1

q2_6_29 = 1
q2_6_30 = 1

Awaregrp Count of rights awareness (Q2.6) grouped
1 Lowest third (3-22 correct) Awareness = 0 to 22
2 Middle third (23 to 24 correct) Awareness = 23 to 24
3 Highest third (25 to 30 correct) Awareness = 25 to 30

Awareknow Awareness of rights and whether need to know more
1 Well informed and not needing to know more Score 25+ at Awareness & code 1 at q2_3
2 Well informed and needing to know more Score 25+ at Awareness & & code 2 at q2_3
3 Not well informed and needing to know more Score less than 25 at Awareness & code 2 at q2_3
4 Not well informed and not needing to know more Score less than 25 at Awareness & code 1 at q2_3
5 Don't know Code 3 at q2_3
9

Nmw2264ten Within 10% of correct answer for NMW for 22-64s (5.16-6.30)
1 Yes within 10% q3_3_4n = 5.16 to 6.30
2 No outside 10% q3_3_4n ≠ 5.16 to 6.30

Q6_21no_to_all Shows if respondents answered "no" to all five questions at Q6.21
1 said no to all five of 6.21a-e definition as given below:
q6_211 = 2 & q6_212 = 2 & q6_213 = 2 & q6_214 = 2 & q6_215 = 2

Problemscf05

Counts the number of employment problems which respondents have had at Q5.1 (is based on the 15 problems which were asked about in both the 2005 and 2008 surveys)

This variable counts how many of the fifteen conditions are satisfied for a respondent:

- q5_1011 = 1 or q5_1012 = 1
- q5_1021 = 1 or q5_1022 = 1
- q5_1031 = 1 or q5_1032 = 1
- q5_1041 = 1 or q5_1042 = 1
- q5_1051 = 1 or q5_1052 = 1
- q5_1061 = 1 or q5_1062 = 1
- q5_1071 = 1 or q5_1072 = 1
- q5_1081 = 1 or q5_1082 = 1
- q5_1091 = 1 or q5_1092 = 1
- q5_1101 = 1 or q5_1102 = 1
- q5_1111 = 1 or q5_1112 = 1
- q5_1121 = 1 or q5_1122 = 1
- q5_1131 = 1 or q5_1132 = 1
- q5_1141 = 1 or q5_1142 = 1
- q5_1151 = 1 or q5_1152 = 1

Advicecount

Counts the number of sources of advice or information respondents consulted about their most serious problem (at Q6.10)

This variable counts how many of the twenty conditions are satisfied for a respondent:

- | | |
|---------------|---------------|
| • q6_1001 = 1 | • q6_1011 = 1 |
| • q6_1002 = 1 | • q6_1012 = 1 |
| • q6_1003 = 1 | • q6_1013 = 1 |
| • q6_1004 = 1 | • q6_1014 = 1 |
| • q6_1005 = 1 | • q6_1015 = 1 |
| • q6_1006 = 1 | • q6_1016 = 1 |
| • q6_1007 = 1 | • q6_1017 = 1 |
| • q6_1008 = 1 | • q6_1018 = 1 |
| • q6_1009 = 1 | • q6_1019 = 1 |
| • q6_1010 = 1 | • q6_1020 = 1 |

Problemsany

Whether respondent has reported a problem to do with employment rights in the last five years

1 Yes

Definition as given below:

q5_1011 = 1 or q5_1012 = 1 or q5_1021 = 1 or q5_1022 = 1 or q5_1031 = 1 or
q5_1032 = 1 or q5_1041 = 1 or q5_1042 = 1 or q5_1051 = 1 or q5_1052 = 1 or
q5_1061 = 1 or q5_1062 = 1 or q5_1071 = 1 or q5_1072 = 1 or q5_1081 = 1 or
q5_1082 = 1 or q5_1091 = 1 or q5_1092 = 1 or q5_1101 = 1 or q5_1102 = 1 or
q5_1111 = 1 or q5_1112 = 1 or q5_1121 = 1 or q5_1122 = 1 or q5_1131 = 1 or
q5_1132 = 1 or q5_1141 = 1 or q5_1142 = 1 or q5_1151 = 1 or q5_1152 = 1

Outcome Whether the problem resolution outcome was positive or negative (at Q6.35b and Q6.35c)

1 Unsatisfactory

q6_35b = 1 or 2 or 3 or 4 or 5 or 6 or 7 or q6_35c = 5 or 6 or 7 or 8

2 Satisfactory

q6_35c = 1 or 2 or 3 or 4 or 9

9 Don't know

q6_35c = 10

Anyadviceaction

Whether respondent sought any advice or took any actions regarding their most serious problem? (Q6.10, 6.13c, 6.21a-e and 6.33)

1 Yes

q6_1001 = 1 or q6_1002 = 1 or q6_1003 = 1 or q6_1004 = 1 or q6_1005 = 1 or
q6_1006 = 1 or q6_1007 = 1 or q6_1008 = 1 or q6_1009 = 1 or q6_1010 = 1 or
q6_1011 = 1 or q6_1012 = 1 or q6_1013 = 1 or q6_1014 = 1 or q6_1015 = 1 or
q6_1016 = 1 or q6_1017 = 1 or q6_1018 = 1 or q6_1019 = 1 or q6_1020 = 1 or
q6_13c = 1 or q6_211 = 1 or q6_212 = 1 or q6_213 = 1 or q6_214 = 1 or q6_215
= 1 or q6_33 = 1

Seriousrights Most serious problem includes employment rights

1 Yes

q6_101=1 or q6_102=1 or q6_103=1 or q6_104=1 or q6_105=1 or q6_106=1 or
q6_107=1 or q6_108=1 or q6_109=1 or q6_110=1 or q6_111=1 or q6_112=1 or
q6_113=1 or q6_114=1 or q6_115=1 or q6_116=1 or q6_117=1 or q6_118=1 or
q6_173=1

Seriousut Most serious problem includes unfair treatment

1 Yes

q6_1a01=1 or q6_1a02=1 or q6_1a03=1 or q6_1a04=1 or q6_1a05=1 or
q6_1a06=1 or q6_1a07=1 or q6_1a08=1 or q6_1a09=1 or q6_1a10=1 or
q6_1a11=1 or q6_1a12=1 or q6_1a13=1 or q6_1a14=1 or q6_1a15=1 or
q6_1a16=1 or q6_1a17=1 or q6_1a18=1 or q6_1a19=1 or q6_1a20=1 or
q6_1a21=1 or q6_1a22=1 or q6_1a23=1 or q6_1a24=1 or q6_1a25=1

Seriousdis Most serious problem involves discrimination

1 Yes

q6_1b01=1 or q6_1b02=1 or q6_1b03=1 or q6_1b04=1 or q6_1b05=1 or
q6_1b06=1 or q6_1b07=1 or q6_1b08=1 or q6_1b09=1 or q6_1b10=1 or
q6_1b11=1 or q6_1b12=1 or q6_1b13=1 or q6_1b14=1 or q6_1b15=1 or
q6_1b16=1 or q6_1b17=1 or q6_1b18=1 or q6_1b19=1 or q6_1b20=1 or
q6_1b21=1 or q6_1b22=1 or q6_1b23=1 or q6_1b24=1 or q6_1b25=1

Actionscount Count of actions taken to resolve problem

Counts the number of actions taken from Q6.21 and Q6.33:

q6_211 = 1 or q6_212 = 1 or q6_213 = 1 or q6_214 = 1 or q6_215 = 1 or
q6_33=1