

**Cardiff University**

**Workplace Behaviour Survey**

**Technical Report**

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## Project contacts

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## 1. Introduction and objectives

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Researchers at the School of Social Sciences, Cardiff University, and the Business School, University of Glamorgan, were funded by the Economic and Social Research Council to carry out a three-year study of Workplace Bullying and Harassment in Britain with Special Reference to Race and Ethnicity.

The Workplace Behaviour Survey was carried out as part of this study. Interviews were carried out with a representative sample of British employees (and people who had been employees in the last two years), to provide information on workplaces and employees which was required for modelling the causes and correlates of negative behaviour such as bullying and harassment.

The survey included a version of the Negative Acts Questionnaire devised by Einarsen and Hoel, together with additional questions on demographics and workplace characteristics, similar to those that were asked in the DTI's Fair Treatment at Work Survey (2005).

The DTI survey focussed on the level of bullying and harassment as *perceived* by employees. The aim of the Workplace Behaviour survey was to measure the extent of negative behaviour (whether or not this was perceived to be unfair treatment).

The Workplace Behaviour Survey had the stated aim of establishing the prevalence of experience of negative acts among various population groups in a representative sample of British employees. In order to achieve this, a survey of a representative sample of around 3,500 people currently in employment, or with employment experience in the last two years, was carried out, using the Negative Acts Questionnaire among other questionnaire elements. Various sub-population groups were boosted in the achieved sample, to ensure sufficient numbers for robust multivariate analysis.

## 2. Sampling

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### 2.1 Population

The target population for this survey was adults (aged 16 and over) in Britain (England, Wales and Scotland), who were either working as employees at the time of interview, or who had been in employment in the previous two years. Those who had only worked as self-employed were not eligible.

### 2.2 Target sample

The survey aim was to achieve interviews with around 3,900 current or recent employees, with at least:

- 750 interviews with non-white ethnic minority respondents (at least 300 Asian and at least 300 Black)
- 400 non-Christian respondents.

### 2.3 Screening criteria

Respondents for the workplace behaviour survey were identified by screening participants in TNS's face-to-face Omnibus survey. The Omnibus interviews a representative sample of around 2,000 adults per week in Britain.

The Omnibus screening was carried out as follows:

- In the first 3.5 waves (contact sample of c. 7,000), ALL current/recent employees were screened in.
- Next 3.5 waves (contact sample of c. 7,000) – all non-white minority ethnic respondents AND all non-Christian.

After the main batch of fieldwork had been completed, the number of interviews achieved with non-white minority respondents, and with Black respondents in particular, was lower than anticipated. An additional boost was therefore carried out of these groups:

- 1 wave – all non-white minority ethnic respondents AND all non-Christian
- 3 waves – Black respondents only.

The screening questions used are shown in the questionnaire in Appendix A.

## **2.4 Omnibus sampling method**

### **2.4.1 Sample frame**

The TNS Omnibus is carried out using a quota sample, with sample points selected by a random location methodology.

The sample points were selected from those determined by TNS's own sampling system. 2001 Census small area statistics and the Postcode Address File (PAF) were used to define sample points. The sample points are areas of similar population sizes formed by the combination of electoral Wards, with the constraint that each sample point must be contained within a single Government Office Region (GOR). Geographic systems were used to minimise the travelling time that would be needed by an interviewer to cover each area.

TNS have defined 600 points south of the Caledonian Canal in Great Britain.

### **2.4.2 Selection of sampling points**

278 TNS sample points were selected south of the Caledonian Canal for use by the Omnibus, after stratification by GOR and Social Grade. Sample points were checked to ensure that they are representative by an urban and rural classification. These points were divided into two replicates, and each set of points is used in alternative weeks of Omnibus fieldwork. Sequential waves of fieldwork are issued systematically across the sampling frame to provide maximum geographical dispersion.

### **2.4.3 Selection of clusters within sampling points**

All the sample points in the sampling frame have been divided into two geographically distinct segments each containing, as far as possible, equal populations. The segments comprise aggregations of complete wards. For the Omnibus, alternate A and B halves are worked each wave of fieldwork. Each week different wards are selected in the required half and Census Output Areas selected within those wards. Then, blocks containing an average of 150 addresses are sampled from PAF in the selected Output Areas, and are issued to interviewers.

### **2.4.4 Interviewing and quota controls**

Assignments are conducted over two days of fieldwork and are carried out on weekdays from 2pm-8pm and at the weekend. Quotas are set by sex (male, female housewife, female non-housewife, where a 'housewife' is the person (male or female)

responsible for carrying out more than half of the weekly shopping); within female housewife, presence of children and working status, and within men, working status, to ensure a balanced sample of adults within contacted addresses. Interviewers are instructed to leave 3 doors between each successful interview.

## 3. The questionnaire

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### 3.1 Questionnaire development

The questionnaire was based on Einarsen and Hoel's 'Negative Acts Questionnaire', with additional questions to get more details about problems experienced. A further set of questions covered details of the respondent's workplace.

### 3.2 Questionnaire testing and piloting

Several waves of testing and piloting were carried out.

- The original 'Negative Acts Questionnaire' was included in a single wave of Omnibus in April 2007, to get initial data on the extent of reporting of different problems.
- Cognitive testing was carried out in four locations in June/July 2007. 60 respondents were interviewed.
- A quantitative pilot was carried out in a hall test format. 26 respondents were interviewed in August 2007.
- In-home quantitative pilot interviews were carried out in late August 2007 in three locations. 37 interviews were completed.
- A final quantitative pilot in a hall test format was carried out in September 2007. 30 respondents were interviewed.

### 3.3 The final questionnaire

The questionnaire covered:

- Screening questions – working status
- Ethnicity
- Religion
- Negative Acts Questionnaire – experience of negative behaviour
- Observation of negative behaviour towards other people in the workplace
- Whether respondent has carried out negative acts
- Follow-up questions on up to three negative acts experienced:
  - Frequency of occurrence
  - Gender and ethnic group of perpetrator/s
  - Position in organisation of perpetrator/s (employer, client, co-worker etc)
  - Causes of negative behaviour
- Attitudinal questions – control at work/pace of work

- Job/employer classification details
- Ethnic, gender and age composition of workplace
- Trade union/staff association membership
- Individual classification details – income, highest qualification, country of birth, languages spoken, long-standing conditions, sexual orientation

A copy of the full questionnaire is included as Appendix A.

## 4. Fieldwork

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### 4.1 Interview method

Interviews were carried out face-to-face by interviewers from TNS Field, in respondents' homes, using Computer-Assisted Personal Interviewing (CAPI).

### 4.2 Dates of fieldwork

The main 7 waves of Omnibus fieldwork took place in November/December 2007. The additional 4 waves of boost fieldwork were carried out in January/February 2008.

### 4.3 Survey introduction

An introduction to the Workplace Behaviour section was scripted in the questionnaire. Respondents were informed that the survey was being carried out on behalf of researchers at Cardiff University, and it was stressed that all responses would remain confidential.

### 4.4 Respondent letter

A letter was designed to provide respondents with additional information on where to get help if they had experienced unfair treatment or bullying at work (such as Citizens Advice Bureau). Included on the letter were email and telephone contact details for the research team at Cardiff University. A copy of the letter was left with each respondent at the end of the interview. The letter is included in Appendix B.

### 4.5 Validation

A minimum of 10% of interviews are checked on every survey. Verification is carried out at TNS' head office, mainly on the telephone, by trained validators. Interviewer assignments are systematically selected.

## 5. Achieved sample

The final achieved (interviewed) sample size was 3,494.

21,914 Omnibus respondents were screened to determine their eligibility to take part in the Workplace Behaviour survey.

The breakdown of eligibility for the module is shown in Figure 1.

*Figure 1 Eligibility of screened sample*

	All screened on Omnibus	
	n	%
All adults screened	21,914	100
Screened out – not employed in last two years	11,830	54.0
Eligible	10,084	46.0
<i>Current employee</i>	8,601	39.2
<i>Recent employee</i>	1,483	6.8
Screened in	3,494	15.9
<i>General population</i>	2,971	13.6
<i>Ethnic/non-Christian boost</i>	434	2.0
<i>Black boost</i>	89	0.4
Screened out (non-boost groups in boost waves)	6,590	30.1

The breakdown of the main and boost samples by the key sub-groups is shown in Figure 2.

*Figure 2 Achieved sample breakdown*

	Main survey	Boost surveys	Total
Number of Omnibus waves	3.5	7.5	11
<b>All respondents</b>	<b>2,971</b>	<b>523</b>	<b>3,494</b>
Men	1,418	287	1,705
Women	1,553	236	1,789
Non-white ethnic minorities	308	471	779
<i>Asian</i>	161	208	369
<i>Black</i>	96	213	309
<i>Other non-white</i>	51	50	101
Non-Christian religion	227	240	467

## 6. Data processing and analysis

### 6.1 Open questions and coding

Responses to questions 5 ('What did this experience involve?') and 11 ('What do you think caused this negative behaviour?') were collected as open text, but not coded. These were the only open text questions within the main body of the questionnaire; although three others were used for classification purposes (see 6.2 below). Responses to these questions were checked and any identifying text (such as employer's name) was removed. The anonymous responses were provided to Cardiff University in an Excel spreadsheet.

### 6.2 Back-coding of 'Other' answers

The following table lists all questions that had 'other' answer options where respondents were able to specify their response and how this information was coded.

*Figure 3 Back-coding of 'Other' answers*

Question number	Action taken
Religion	Responses to 'Any other religion' were checked by coders and where specific other religions were mentioned, these were put into 'Other religion' but where other comments were made such as 'I just believe in god' or 'No religion, I am just spiritual', these were put into the 'No religion' code. Any subsets of Christianity such as 'Greek Orthodox' were back-coded into Christian.
Q.I Type of organisation worked for	Responses to 'Another kind of organisation' were checked by coders and back-coded into existing codes where possible.
Q.Q Highest qualification	Responses to 'Other qualifications' were checked by coders and back-coded into existing codes where possible.
Q.U Language(s) spoken at home	Responses to 'Other' were checked by coders and back-coded into existing codes where possible. New codes were created for other languages mentioned by two or more respondents.

### 6.3 Coding of occupation and industry

Questions were asked of respondents in order to classify them by Standard Industry Classification (SIC) and Standard Occupational Classification (SOC) codes:

- For those respondents currently employed, these questions were asked of their current job
- For those respondents not currently employed, these questions were asked of their most recent job.

SIC coding was carried out at the 1 digit level using codes A through Q from SIC 2003.

SOC coding was carried out at the 1 digit level using codes 1 through 9 from SOC 2000.

## 6.4 Weighting

Two sets of weights were calculated – one for the screened sample, and one for the screened-in respondents.

This was necessary because the screening questions were asked of all Omnibus respondents during the fieldwork period. These respondents were weighted to the standard Omnibus profile, designed to be representative of the general population. This database allows analysis of the proportion of the total sample who were currently employed, recent employees etc.

A second set of weights was calculated for the interviewed sample (screened-in respondents who completed the Workplace Behaviour questionnaire module). A combined weight was calculated:

- Weighting to the standard Omnibus profile, designed to be representative of the general population
- Additional weights to correct for the over-sampling of different ethnic and faith groups. Weights were calculated so that the profile of the combined sample by ethnic group, religion, age and sex matched the profile of the 'total' Omnibus sample who were asked the screening questions.

Figure 3 shows the unweighted and weighted profile of the Screened sample, compared with Census data for the general population.

**Figure 4 Unweighted and weighted sample profile –screened sample**

	Screened sample				Census 2001 England & Wales
	Unweighted		Weighted		All adults
	n	%	n	%	%
Total sample	21,914	100	22,000	100	100
<b>Age group</b>					
16-24	2,506	11.4	3,024	13.7	13.2
25-49	8,420	38.4	9,434	42.9	45.0
50+	10,988	50.1	9,543	43.4	41.8
<b>Sex</b>					
Men	10,009	45.7	10,670	48.5	48.1
Women	11,905	54.3	11,330	51.5	51.9
<b>Working status</b>					
Current employees	8,601	39.2	9,706	44.1	n/a
Recent employees	1,483	6.8	1,598	7.3	n/a
Not employed in the last two years	11,830	54.0	10,696	48.6	n/a

Figure 4 shows the unweighted and weighted profile of the Interviewed sample, compared with Census data for employees.

*Figure 5 Unweighted and weighted sample profile – combined screened-in sample*

	Achieved sample				Census 2001 England & Wales
	Unweighted		Weighted		Employed or student (excl. full- time student)
	n	%	n	%	%
Total sample	3,494	100	3,979	100	
Age group					100
16-24	574	16.4	650	16.3	18.5
25-49	2,068	59.2	2,365	59.4	59.7
50+	852	24.4	964	24.2	21.8
Ethnic group					100
White	2,707	77.5	3,571	89.8	92.2
Asian	369	10.6	208	5.2	3.7
Black	309	8.8	119	3.0	2.2
Mixed/ Other non- white	101	2.9	70	1.8	1.9
Refused	8	0.2	10	0.3	0.0
Religion					100
Christian	2,098	60.0	2,494	62.7	72.2
Muslim	219	6.3	118	3.0	2.7
Other	252	7.2	160	4.0	2.9
No religion	865	24.8	1,135	28.5	15.3
Refused	60	1.7	72	1.8	6.9

## 6.5 Data tables

Basic cross tabulations by key demographic variables were supplied in pdf format. The tabulations contained all the qualifying questions and data for all adults – to enable Cardiff to examine the proportion of adults being screened out at each stage of the qualification process – as well as the detailed questions for qualifying respondents only.

## 6.6 Data files

Two fully functional SPSS for Windows datasets were provided, as follows:

- Screening data (all respondents)
- Interview data (from qualifying sample)

The relevant weighting variables were included with each file.

## Appendix A Questionnaire

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Workplace behaviour – main Omnibus survey

### SCREENING QUESTIONS

ASK ALL

Work8 Working status  
What is your current working status? SHOW SCREEN

- 1 Working full-time (30+ hours a week)
- 2 Working part-time (8-29 hours a week)
- 3 Working part-time (under 8 hours a week)
- 4 Retired (no paid work at all)
- 5 Still at school
- 6 Full-time higher education
- 7 Unemployed (seeking work)
- 8 Not employed (not seeking work)

*IF code 1, 2 or 3 AT Work8*

Q.Xi Are you working as an employee or are you self-employed or own your own business? IF MORE THAN ONE JOB HELD AT THE SAME TIME PROBE FOR MAIN JOB

- 1 Employee
- 2 Self-employed (with or without employees)
- 3 Owner of business

*IF code 4-8 AT Work8 OR codes 2-3 AT Q.Xi*

Q.Xii Have you been employed full or part time at any time within the last 2 years? Please exclude self employment.

INTERVIEWER: IF MORE THAN ONE JOB IN THIS PERIOD PROBE FOR MOST RECENT. IF MORE THAN ONE JOB HELD AT THE SAME TIME PROBE FOR MAIN JOB. IF PART TIME PROBE FOR HOURS WORKED PER WEEK

- 1 Full-time paid work (30+ hours per week)
- 2 Part-time paid work (8-29 hours per week)
- 3 Part-time paid work (under 8 hours per week)
- 4 No employment in the last 2 years

*IF codes 1-3 AT Q.Xii*

Q.Xiii How long ago was it since you last worked as an employee?  
SHOW SCREEN

- 1 Still working as an employee
- 2 Within the last 6 months
- 3 6 months up to one year ago
- 4 One to two years ago
- 5 More than two years ago SCREEN OUT



- 5 Muslim
  - 6 Sikh
  - 7 Any other religion (please specify)
  - 8 No religion at all
- (R)

*Ethboost* IF *Ethnic/Non-Christian Boost Wave*

- 1 *Eligible:*  
IF (*Ethnic = 4 to 16*) OR (*Religion = 2 to 7*)
- 2 *Not eligible*  
IF (*Ethnic = 1, 2, 3 or R*) AND (*Religion = 1 or 8 or R*)

## SHOW SCREEN

I would like to ask you some questions about your experience at work. These questions will be used by independent researchers at Cardiff University to provide information which could lead to a change in employment practices and policies and possibly the law. As mentioned at the start of this survey, all your responses will remain confidential.

In answering these questions I would like you to think **ONLY** about events **WITHIN THE LAST 2 YEARS** with your **CURRENT/MOST RECENT** employer. If you *are/were* holding two or more jobs *at the same time* please answer for the one you *consider/considered* your **MAIN** job.

## READ OUT

I am now going to read out various behaviours. The behaviours I read out are often seen as examples of negative behaviour in the workplace. I would like you to tell me for each behaviour, how often, if at all, you have been subjected to it **OVER THE LAST TWO YEARS**.

[SCRIPTER: randomise the order of the items at Q.1; please record the position of each item as it is presented to the respondent]

Q.1 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.

[SHOW THIS SENTENCE AT THE TOP OF EACH SCREEN]

- (item 1) ...Someone withholding information which affects your performance.
- (item 2)...Pressure from someone else to do work below your level of competence.
- (item 3)...Having your opinions and views ignored
- (item 4)...Someone continually checking up on you or your work when IT IS NOT NECESSARY
- (item 5)...Pressure from someone else NOT to claim something which by right you are entitled to (e.g. sick leave, holiday entitlement, travel expenses)
- (item 6)...Being given an unmanageable workload or impossible deadlines
- (item 7)...Your employer not following proper procedures
- (item 8)...Being treated unfairly compared to others in your workplace
- (item 9)...Being humiliated or ridiculed in connection with your work
- (item 10)...Gossip and rumours being spread about you or having allegations made against you

- (item 11)...Being insulted or having offensive remarks made about you
- (item 12)...Being treated in a disrespectful or rude way
- (item 13)...People excluding you from their group
- (item 14)...Hints or signals from others that you should quit your job
- (item 15)...Persistent criticism of your work or performance which is unfair
- (item 16)...Teasing, mocking, sarcasm or jokes which go too far
- (item 17)...Being shouted at or someone losing their temper with you
- (item 18)...Intimidating behaviour from people at work
- (item 19)...Feeling threatened in any way while at work
- (item 20)...Actual physical violence at work
- (item 21)...Injury in some way as a result of violence or aggression at work

- 01: Never
- 02: Just once
- 03: Now and then
- 04: Monthly
- 05: Weekly
- 06: Daily
- (R)
- (DK)

*[scripter: ask Q.2a or Q.2b at random and record which version asked]*

#### SHOW SCREEN – MULTICODE

Q.2a Thinking of the same 21 items we have just talked about, have you seen any of these things happen, on more than one occasion, to other people in your *current/most recent* workplace in the last two years?

#### CODE ALL THAT APPLY

- ...Someone withholding information which affects performance.
- ...Pressure from someone else to do work below their level of competence.
- ...Having opinions and views ignored
- ...Someone continually checking up on work when IT IS NOT NECESSARY
- ...Pressure NOT to claim something which by right staff are entitled to (e.g. sick leave, holiday entitlement, travel expenses)
- ...Being given an unmanageable workload or impossible deadlines
- ...Employers not following proper procedures
- ...Employees being treated unfairly compared to others in the workplace
- ...Being humiliated or ridiculed in connection with their work
- ...Gossip and rumours being spread or allegations made against others
- ...Insulting or offensive remarks made about people in work
- ...Being treated in a disrespectful or rude way
- ...People excluding others from their group
- ...Hints or signals that they should quit their job
- ...Persistent criticism of work or performance which is unfair
- ...Teasing, mocking, sarcasm or jokes which go too far
- ...Being shouted at or someone losing their temper
- ...Intimidating behaviour from people at work
- ...Feeling threatened in any way while at work
- ...Actual physical violence at work
- ...Injury in some way as a result of violence or aggression at work

(DK)  
(None)

SHOW SCREEN – MULTICODE

Q.2b Thinking of the same 21 items we have just talked about, have you seen any of these things happen, on more than one occasion, to other people in your *current/most recent* workplace in the last two years?

CODE ALL THAT APPLY

...Injury in some way as a result of violence or aggression at work  
 ...Actual physical violence at work  
 ...Feeling threatened in any way while at work  
 ...Intimidating behaviour from people at work  
 ...Being shouted at or someone losing their temper  
 ...Teasing, mocking, sarcasm or jokes which go too far  
 ...Persistent criticism of work or performance which is unfair  
 ...Hints or signals that they should quit their job  
 ...People excluding others from their group  
 ...Being treated in a disrespectful or rude way  
 ...Insulting or offensive remarks made about people in work  
 ...Gossip and rumours being spread or allegations made against others  
 ...Being humiliated or ridiculed in connection with their work  
 ...Employees being treated unfairly compared to others in the workplace  
 ...Employers not following proper procedures  
 ...Being given an unmanageable workload or impossible deadlines  
 ...Pressure NOT to claim something which by right staff are entitled to (e.g. sick leave, holiday entitlement, travel expenses)  
 ...Someone continually checking up on work when IT IS NOT NECESSARY  
 ...Having opinions and views ignored  
 ...Pressure from someone else to do work below their level of competence.  
 ...Someone withholding information which affects performance.

(DK)  
(None)

*[scripter: ask Q.3a or Q.3b at random and record which version asked]*

SHOW SCREEN – MULTICODE

Q.3a. Thinking of the same 21 items we have just talked about, have you done any of these things, on more than one occasion, to other people in your *current/most recent* workplace in the last two years?

CODE ALL THAT APPLY

...With held information which affected someone's performance  
 ...Put pressure on someone to do work below their level of competence  
 ...Ignored opinions and views of others  
 ...Continually checked up on someone's work when IT WAS NOT NECESSARY  
 ...Put pressure on someone NOT to claim something which by right they were entitled to (e.g. sick leave, holiday entitlement, travel expenses)  
 ...Given someone an unmanageable workload or impossible deadlines

- ... Not followed proper procedures in the workplace
- ... Treated someone unfairly compared to others in the workplace
- ... Humiliated or ridiculed someone in connection with their work
- ... Spread gossip and rumours or made allegations against someone
- ... Insulted or made offensive remarks about someone
- ... Treated someone in a disrespectful or rude way
- ... Excluded people from your group
- ... Given hints or signals to others that they should quit their job
- ... Persistently criticised work or performance which was unfair
- ... Teasing, mocking, sarcasm or jokes which go too far
- ... Shouted at or lost your temper with someone at work
- ... Intimidating behaviour to people at work
- ... Made someone feel threatened in any way while at work
- ... Actual physical violence at work
- ... Injured anyone in some way as a result of violence or aggression at work

(DK)

(No)

#### SHOW SCREEN – MULTICODE

Q.3b. Thinking of the same 21 items we have just talked about, have you done any of these things, on more than one occasion, to other people in your *current/most recent* workplace in the last two years?

#### CODE ALL THAT APPLY

- ... Injured anyone in some way as a result of violence or aggression at work
- ... Actual physical violence at work
- ... Made someone feel threatened in any way while at work
- ... Intimidating behaviour to people at work
- ... Shouted at or lost your temper with someone at work
- ... Teasing, mocking, sarcasm or jokes which go too far
- ... Persistently criticised work or performance which was unfair
- ... Given hints or signals to others that they should quit their job
- ... Excluded people from your group
- ... Treated someone in a disrespectful or rude way
- ... Insulted or made offensive remarks about someone
- ... Spread gossip and rumours or made allegations against someone
- ... Humiliated or ridiculed someone in connection with their work
- ... Treated someone unfairly compared to others in the workplace
- ... Not followed proper procedures in the workplace
- ... Given someone an unmanageable workload or impossible deadlines
- ... Put pressure on someone NOT to claim something which by right they were entitled to (e.g. sick leave, holiday entitlement, travel expenses)
- ... Continually checked up on someone's work when IT WAS NOT NECESSARY
- ... Ignored opinions and views of others
- ... Put pressure on someone to do work below their level of competence
- ... With held information which affected someone's performance

(DK)

(No)

*IF NO POSITIVE MENTIONS 02-06 AT Q1 GO TO Q13.*

Q.4a Can I just check, these are all things that happened to you in your *current/most recent* place of work and within the last two years. Is this correct?

SHOW SCREEN SHOWING ALL POSITIVE MENTIONS 02 – 06 AT Q1.

Code 1 'Yes' 2 'No' 3 'Not sure/can't say' for each item presented.

*IF none (code 02-06 at Q1 and code 1 at Q4a), go to Q13.*

*IF only one (code 02-06 at Q1 and code 1 at Q4a), go to Q.5 (skip Q.4b).*

*Others ask Q.4b-Q.12*

SHOW SCREEN

Q.4b You said that you had experienced this/these negative behaviour(s) over the last two years, of these, which one affected you the most?

SHOW SCREEN SHOWING ALL ITEMS CODED 02-06 AT Q1 AND CODE 1 AT Q4a

Code one only

Q.5 And what did this experience involve? WRITE IN OPEN

*Q.5b Number of responses - dummy code*

1 *Three or more valid responses to Q1  
Valid response = codes 02-06 at Q1 AND code 1 at Q4a*

2 *Less than three valid responses to Q1  
Valid response = codes 02-06 at Q1 AND code 1 at Q4a*

*IF Q.5b=1 ASK Q6a-Q12*

*IF Q.5b=2 GO TO Q13*

*3 items will be selected to use for follow up questions. Deciding which ones to select*  
—

*IF Q.5b=1*

*IF number of valid items = 3, then use all 3 items.*

*IF more than 3, select the 3 which have highest priority score.*

*Priority scores:*

53 *Item 21 codes 02-06 at Q1 AND code 1 at Q4a*  
 52 *Item 20 codes 02-06 at Q1 AND code 1 at Q4a*  
 51 *Item 19 codes 02-06 at Q1 AND code 1 at Q4a*  
 50 *Item 18 codes 02-06 at Q1 AND code 1 at Q4a*  
 49 *Item 17 codes 02-06 at Q1 AND code 1 at Q4a*

48 *Item 9 codes 04-06 at Q1 AND code 1 at Q4a*  
 47 *Item 14 codes 04-06 at Q1 AND code 1 at Q4a*  
 46 *Item 13 codes 04-06 at Q1 AND code 1 at Q4a*  
 45 *Item 15 codes 04-06 at Q1 AND code 1 at Q4a*  
 44 *Item 16 codes 04-06 at Q1 AND code 1 at Q4a*  
 43 *Item 11 codes 04-06 at Q1 AND code 1 at Q4a*  
 42 *Item 10 codes 04-06 at Q1 AND code 1 at Q4a*  
 41 *Item 12 codes 04-06 at Q1 AND code 1 at Q4a*  
 40 *Item 8 codes 04-06 at Q1 AND code 1 at Q4a*  
 39 *Item 5 codes 04-06 at Q1 AND code 1 at Q4a*  
 38 *Item 7 codes 04-06 at Q1 AND code 1 at Q4a*  
 37 *Item 1 codes 04-06 at Q1 AND code 1 at Q4a*  
 36 *Item 2 codes 04-06 at Q1 AND code 1 at Q4a*  
 35 *Item 3 codes 04-06 at Q1 AND code 1 at Q4a*  
 34 *Item 4 codes 04-06 at Q1 AND code 1 at Q4a*  
 33 *Item 6 codes 04-06 at Q1 AND code 1 at Q4a*

32 *Item 9 code 03 at Q1 AND code 1 at Q4a*  
 31 *Item 14 code 03 at Q1 AND code 1 at Q4a*  
 30 *Item 13 code 03 at Q1 AND code 1 at Q4a*  
 29 *Item 15 code 03 at Q1 AND code 1 at Q4a*  
 28 *Item 16 code 03 at Q1 AND code 1 at Q4a*  
 27 *Item 11 code 03 at Q1 AND code 1 at Q4a*  
 26 *Item 10 code 03 at Q1 AND code 1 at Q4a*  
 25 *Item 12 code 03 at Q1 AND code 1 at Q4a*  
 24 *Item 8 code 03 at Q1 AND code 1 at Q4a*  
 23 *Item 5 code 03 at Q1 AND code 1 at Q4a*  
 22 *Item 7 code 03 at Q1 AND code 1 at Q4a*  
 21 *Item 1 code 03 at Q1 AND code 1 at Q4a*  
 20 *Item 2 code 03 at Q1 AND code 1 at Q4a*  
 19 *Item 3 code 03 at Q1 AND code 1 at Q4a*  
 18 *Item 4 code 03 at Q1 AND code 1 at Q4a*  
 17 *Item 6 code 03 at Q1 AND code 1 at Q4a*

16 *Item 9 code 02 at Q1 AND code 1 at Q4a*  
 15 *Item 14 code 02 at Q1 AND code 1 at Q4a*  
 14 *Item 13 code 02 at Q1 AND code 1 at Q4a*  
 13 *Item 15 code 02 at Q1 AND code 1 at Q4a*

- 12 Item 16 code 02 at Q1 AND code 1 at Q4a
- 11 Item 11 code 02 at Q1 AND code 1 at Q4a
- 10 Item 10 code 02 at Q1 AND code 1 at Q4a
- 9 Item 12 code 02 at Q1 AND code 1 at Q4a
- 8 Item 8 code 02 at Q1 AND code 1 at Q4a
- 7 Item 5 code 02 at Q1 AND code 1 at Q4a
- 6 Item 7 code 02 at Q1 AND code 1 at Q4a
- 5 Item 1 code 02 at Q1 AND code 1 at Q4a
- 4 Item 2 code 02 at Q1 AND code 1 at Q4a
- 3 Item 3 code 02 at Q1 AND code 1 at Q4a
- 2 Item 4 code 02 at Q1 AND code 1 at Q4a
- 1 Item 6 code 02 at Q1 AND code 1 at Q4a

(any which are not code 1 at Q4a are invalid responses and so priority 0)

#### SHOW SCREEN

Q.6a You said that you had experienced at least three negative behaviours over the last two years. These are three of the negative behaviours that you said you had experienced. I am going to ask you a few questions about each one in turn.

(display selected items)

INTERVIEWER: TAP OK TO CONTINUE

Continue

#### FOLLOW UP QUESTIONS – FIRST (HIGHEST PRIORITY) ITEM

#### SHOW SCREEN- MULTI CODE

Q.6b First thinking about when you experienced [insert text of first item from Q6a]. *In the last 6 months/In the last 6 months you were working*, how often would you say this happened?

- 01 Never
- 02 Just once
- 03 Now and then
- 04 Fortnightly
- 05 Weekly
- 06 Daily
- (R)
- (DK)

Q.7 In the most recent incident of this kind, this need not have been in the last 6 months, what gender was the person or persons responsible?

- 01: Male
- 02: Female
- 03: Both males and females
- (R)
- (DK)

SHOW SCREEN-MULTICODE

Q.8 In the most recent incident, what ethnic group was the person or persons responsible?

- 01: White
- 02: Black
- 03: Asian
- 04: Other
- 05: Mixed race
- 06: Mixed group including people of different races
- (R)
- (DK)

SHOW SCREEN- MULTI CODE

Q.9 In the most recent incident was the person/persons responsible a

- 01: Employer, supervisor(s) or line-manager(s), senior manager(s)
- 02: Co-worker(s), colleague(s)
- 03: Subordinate(s) or people in lower positions than you
- 04: Client(s), customer(s)
- 05: Not an individual (i.e., the organization)
- (R)
- (DK)

Q.10 Do you believe, in the most recent incident, this negative behaviour was because of anything on this screen? You can choose as many as you like or none at all. I will be showing you some other screens in a moment.

[THE ORDER OF THE ITEMS IN EACH SCREEN SHOULD BE RANDOMIZED BUT THE ORDER OF THE SCREENS PRESENTED TO RESPONDENTS SHOULD REMAIN THE SAME]

[SCREEN 1]

- 01: Your position in the organization
- 02: It's just the way things are where you work
- 03: Your performance at work
- (None)
- (DK)
- (R)

[SCREEN 2]

- 05: The attitude or personality of the other person(s)
- 06: People's relationships at work (e.g. favouritism)
- 07: People have a group or clique at work and exclude you from it
- (None)
- (DK)

(R)

[SCREEN 3]

09: Your age

10: Your gender

11: Your nationality

12: Your religion

13: Your race, ethnic group and/or colour of skin

(None)

(DK)

(R)

[SCREEN 4]

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

15: Your disability

16: Your long-term illness or other health problems

17: Your union membership

(None)

(DK)

(R)

[SCREEN 5]

18: Your physical appearance or the way you dress

19: You being pregnant/ your family or caring responsibilities or marital status

20: Your accent or the way you speak, address or where you live, or social class

21: Something else about you (e.g., you get singled out, you get picked on)

22: Something else not already specified (please specify)

(None)

(DK)

(R)

*IF NO POSTIVE MENTIONS AT Q2 CODE 01 – 22 ASK Q11*

Q11 What do you think caused or is causing this negative behaviour (please specify)?

FOLLOW UP QUESTIONS – SECOND ITEM

SHOW SCREEN- MULTI CODE

Q.6b Now thinking about when you experienced [insert text of second item from Q6a]. *In the last 6 months/ In the last 6 months you were working*, how often would you say this happened?

01 Never

02 Just once

03 Now and then

04 Fortnightly

05 Weekly

06 Daily

(DK)

(R)

Q.12a Thinking of the most recent incident of this kind (this need not have been in the last 6 months). Did this happen at the same time as the incident I just asked you about?

INTERVIEWER NOTE – REMIND RESPONDENT IF NECESSARY: THE PREVIOUS ITEM REFERRED TO WAS:

<insert text of previous item from Q1>

- 01 Yes
- 02 No
- (DK)
- (R)

Q.7a Was/were the same *person(s)* involved in both cases?

- 01 Yes
- 02 No
- (DK)
- (R)

*IF 'Yes' AT Q.7a*

Q.7b And were the reasons for their behaviour the same as before?

- 01 Yes
- 02 No
- (DK)
- (R)

*If 'Yes' at Q.7a AND 'Yes' at Q.7b, go to loop for third item*

*If 'Yes' at Q.7a AND 'No' or 'R' or 'DK' at Q.7b, go to Q.10*

*Others ask Q.7*

Q.7 In the most recent incident of this kind (this need not have been in the last 6 months) what gender was the person or persons responsible?

- 01: Male
- 02: Female
- 03: Both males and females
- (DK)
- (R)

SHOW SCREEN-MULTICODE

Q.8 In the most recent incident, what ethnic group was the person or persons responsible?

- 01: White
- 02: Black
- 03: Asian
- 04: Other
- 05: Mixed race
- 06: Mixed group including people of different races
- (DK)
- (R)

SHOW SCREEN- MULTI CODE

Q.9 In the most recent incident was the person/persons responsible a

- 01: Employer, supervisor(s) or line-manager(s), senior manager(s)
- 02: Co-worker(s), colleague(s)
- 03: Subordinate(s) or people in lower positions than you
- 04: Client(s), customer(s)
- 05: Not an individual (i.e., the organization)
- (DK)
- (R)

Q.10 Do you believe in the most recent incident this negative behaviour was because of anything on this screen? You can choose as many as you like or none at all. I will be showing you some other screens in a moment.

[THE ORDER OF THE ITEMS IN EACH SCREEN SHOULD RANDOMIZED BUT THE ORDER OF THE SCREENS PRESENTED TO RESPONDENTS SHOULD REMAIN THE SAME]

[SCREEN 1]

- 01: Your position in the organization
- 02: It's just the way things are where you work
- 03: Your performance at work
- (None)
- (DK)
- (R)

[SCREEN 2]

- 05: The attitude or personality of the other person(s)
- 06: People's relationships at work (e.g. favouritism)
- 07: People have a group or clique at work and exclude you from it
- (None)
- (DK)
- (R)

[SCREEN 3]

- 09: Your age
- 10: Your gender
- 11: Your nationality
- 12: Your religion
- 13: Your race, ethnic group and/or colour of skin
- (None)
- (DK)
- (R)

[SCREEN 4]

- 14: Your sexual orientation (e.g. gay, straight, lesbian, bi-sexual etc.)
- 15: Your disability
- 16: Your long-term illness or other health problems
- 17: Your union membership

(None)  
(DK)  
(R)

[SCREEN 5]

18: Your physical appearance or the way you dress

19: You being pregnant/ your family or caring responsibilities or marital status

20: Your accent or the way you speak, address or where you live, or social class

21: Something else about you (e.g., you get singled out, you get picked on)

22: Something else not already specified (please specify)

(None)  
(DK)  
(R)

*IF NO POSITIVE MENTIONS AT Q10 CODE 01 – 22 ASK Q11*

Q11 What do you think caused or is causing this negative behaviour (please specify)?

FOLLOW UP QUESTIONS – THIRD ITEM

SHOW SCREEN- MULTI CODE

Q.6b Now thinking about when you experienced [insert text of third item from Q6a]. *In the last 6 months/In the last 6 months you were working*, how often would you say this happened?

01 Never  
02 Just once  
03 Now and then  
04 Fortnightly  
05 Weekly  
06 Daily  
(DK)  
(R)

SHOW SCREEN

Q.12b Thinking of the most recent incident of this kind (this need not have been in the last 6 months). Did this happen at the same time as either of the incidents I have just asked you about?

INTERVIEWER NOTE – REMIND RESPONDENT IF NECESSARY: THE FIRST INCIDENT WAS:

*<insert text of first item from Q1>*

THE SECOND INCIDENT WAS:

*<insert text of second item from Q1>*

- 01 Yes – same incident as first item
- 02 Yes – same incident as second item
- 03 Yes – all items refer to the same incident
- 04 No
- (DK)
- (R)

SHOW SCREEN

Q.7a<sub>ii</sub> And was/were the same *person(s)* involved?

- 01 Yes – same person as first item
- 02 Yes – same person as second item
- 03 Yes – same person for all three items
- 04 No
- (DK)
- (R)

*IF 'Yes' (codes 01-03) AT Q.7a<sub>ii</sub>*

Q.7b<sub>ii</sub> And were the reasons for their behaviour the same as before?

- 01 Yes
- 02 No
- (DK)
- (R)

*If code 01 or 02 or 03 at Q.7a<sub>ii</sub> AND code 01 at Q.7b<sub>ii</sub>, go to Q.13*

*If code 01 or 02 or 03 at Q.7a<sub>ii</sub> AND 'No' or 'R' or 'DK' at Q.7b<sub>ii</sub>, go to Q.10*

*Others ask Q.7*

Q.7 In the most recent incident of this kind (this need not have been in the last 6 months) what gender was the person or persons responsible?

- 01: Male
- 02: Female
- 03: Both males and females
- (DK)
- (R)

SHOW SCREEN-MULTICODE

Q.8 In the most recent incident, what ethnic group was the person or persons responsible?

- 01: White
- 02: Black
- 03: Asian
- 04: Other
- 05: Mixed race
- 06: Mixed group including people of different races
- (DK)
- (R)

SHOW SCREEN- MULTI CODE

Q.9 In the most recent incident was the person/persons responsible a

- 01: Employer, supervisor(s) or line-manager(s), senior manager(s)
- 02: Co-worker(s), colleague(s)
- 03: Subordinate(s) or people in lower positions than you
- 04: Client(s), customer(s)
- 05: Not an individual (i.e., the organization)
- (DK)
- (R)

Q.10 Do you believe in the most recent incident this negative behaviour was because of anything on this screen? You can choose as many as you like or none at all. I will be showing you some other screens in a moment.

[THE ORDER OF THE ITEMS IN EACH SCREEN SHOULD RANDOMIZED BUT THE ORDER OF THE SCREENS PRESENTED TO RESPONDENTS SHOULD REMAIN THE SAME]

[SCREEN 1]

- 01: Your position in the organization
- 02: It's just the way things are where you work
- 03: Your performance at work
- (None)
- (DK)
- (R)

[SCREEN 2]

- 05: The attitude or personality of the other person(s)
- 06: People's relationships at work (e.g. favouritism)
- 07: People have a group or clique at work and exclude you from it
- (None)
- (DK)
- (R)

[SCREEN 3]

- 09: Your age
- 10: Your gender
- 11: Your nationality
- 12: Your religion
- 13: Your race, ethnic group and/or colour of skin
- (None)
- (DK)
- (R)

[SCREEN 4]

- 14: Your sexual orientation (e.g. gay, straight, lesbian, bi-sexual etc.)
- 15: Your disability
- 16: Your long-term illness or other health problems
- 17: Your union membership

(None)  
(DK)  
(R)

[SCREEN 5]

- 18: Your physical appearance or the way you dress
- 19: You being pregnant/ your family or caring responsibilities or marital status
- 20: Your accent or the way you speak, address or where you live, or social class
- 21: Something else about you (e.g., you get singled out, you get picked on)
- 22: Something else not already specified (please specify)

(None)  
(DK)  
(R)

*IF NO POSTIVE MENTIONS AT Q2 CODE 01 – 22 ASK Q11*

Q11 What do you think caused or is causing this negative behaviour (please specify)?

ASK ALL

Q.13 Thinking about your (scripter: if Employee (01 at Q.xiv) “current workplace”; if recent Employee (02 at Q.Xiv) “workplace during the last year that you spent in your most recent job”), which of the following statements apply?

[SCRIPTER: randomise the order of the items at Q.13; please record the position of each item as it is presented to the respondent]

ANSWER Yes/No TO EACH  
DK/R available

- ... Where I work, the needs of the organisation always come before the needs of people
- ... Where I work, you have to compromise your principles
- ... Where I work, people are treated as individuals
- ... I decide how much work I do or how fast I work during the day
- ... My manager decides the specific tasks I will do from day to day
- ... I decide the quality standards by which I work
- ... I now have less control over my work than I did a year ago
- ... The pace of work in my present job is too intense
- ... The nature of my work has changed over the past year or so
- ... The pace of work in my job has increased over the past year or so

Q.A 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*? IF MORE THAN TWO JOBS HELD AT THE SAME TIME ASK FOR DETAILS OF MAIN JOB

Please describe fully.

PROBE manufacturing or processing or distributing etc., and main goods produced, materials used, wholesale or retail or services provided etc.,.

(Open ended)

Q.B And still thinking about your *current/most recent* job, what *is/was* your (main) job role there?

INTERVIEWER: PROMPT (if necessary): What is/was your job title?

(Open ended)

Q.C And what *do/did* you mainly do in your job? Please also tell me if you needed any special qualifications or training to do the job.

INTERVIEWER: If qualifications mentioned, check that these are qualifications that are NECESSARY for the job, not what qualifications the respondent has.

(Open ended)

SHOW SCREEN

Q.D And *do/did* you have any managerial duties or *do/did* you supervise other employees?

INTERVIEWER: PROMPT (if necessary): By this I mean having formal managerial responsibility for one or more people within the organisation.

- 01: Manager
- 02: Supervisor/foreman
- 03: No
- (DK)
- (R)

Q.E *Is/Was* your job a permanent job or *is/was* there some way in which it *is/was* not permanent?

- 01: Yes - Permanent job
- 02: No - not a permanent job
- (DK)
- (R)

ASK Q.F if 02/DK coded at Q.E, others go to Q.I

SHOW SCREEN

Q.F Which of these BEST describes the way in which your job *is/was* NOT permanent?

- 01: Seasonal work
- 02: Under contract for a fixed period of time or for a particular task
- 03: Agency work or temping
- 04: Casual work
- 05: Other non-permanent arrangement (specify)

(DK)  
(R)

SHOW SCREEN

ASK ALL

SHOW SCREEN

Q.I What kind of organisation *do/did* you work for?

- 01: A private firm or business or limited company
  - 02: A public limited company or PLC
  - 03: A nationalised industry or state corporation
  - 04: Central government or civil service
  - 05: Local government or council (including police, fire service and local authority controlled schools and colleges)
  - 06: A university or other grant funded education establishment (include 'opted-out schools')
  - 07: A health authority or NHS trust
  - 08: A charity, voluntary organisation or trust
  - 09: The armed forces
  - 10: Another kind of organisation (specify)
- (DK)  
(R)

Q.G Including yourself, how many employees *are/were* there in total at the place where you *work/worked*. Please include all contracted, non-contracted, agency, freelance and temporary workers BUT EXCLUDE any owners, or directors of the organisation.

- 01: 1 only (me only, no other Employees)
  - 02: 2 to 4
  - 03: 5 to 9
  - 04: 10 to 19
  - 05: 20 to 24
  - 06: 25 to 49
  - 07: 50 to 99
  - 08: 100 to 149
  - 09: 150 to 249
  - 10: 250 to 499
  - 11: 500 or over
  - 12: Don't know but less than 250
  - 13: Don't know but 250 or more
- (DK)  
(R)

SHOW SCREEN

Q.H *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?

- 01: Not in a larger organisation
- 02 Under 10

- 03: 10-49
  - 04: 50-249
  - 05: 250-499
  - 06: 500-999
  - 07: 1,000-9,999
  - 08: 10,000 +
  - 09: Don't know
- (R)

*IF CURRENT EMPLOYEE (code 01 at Q.xiv)*

Q.J How long have you been working for your current employer? Please do not include any time spent temping before being directly employed by the organisation. If you can't remember exactly, please give your best estimate.

(Insert 2 digit box) Years  
(Insert 2 digit box) Months

SHOW SCREEN

ASK ALL

QK. What would you say was the composition of the staff in your *current/last* workplace in terms of race/ethnicity:

- 01: No Black or Ethnic Minorities in my workplace (0%)
  - 02: A few Black or Ethnic Minorities in my workplace (5-10%)
  - 03: About a quarter Black or Ethnic Minorities (about 25%)
  - 04: About half Black or Ethnic Minorities (about 50%)
  - 05: More than half Black or Ethnic Minorities (about 60%)
  - 06: About three-quarters Black or Ethnic Minorities (about 75%)
  - 07: Nearly all Black or Ethnic Minorities (about 85-90%)
  - 08: All Black or Ethnic Minorities (100%)
- (DK)  
(R)

SHOW SCREEN

QL. What would you say was the composition of the staff in your *current/last* workplace in terms of gender

- 01: No women in my workplace (0%)
  - 02: A few women in my workplace (5-10%)
  - 03: About a quarter women (about 25%)
  - 04: About half women (about 50%)
  - 05: More than half women (about 60%)
  - 06: About three-quarters women (about 75%)
  - 07: Nearly all women (about 85-90%)
  - 08: All women (100%)
- (DK)  
(R)

SHOW SCREEN

QM. What would you say was the composition of the staff in your *current/last* workplace in terms of young people under 25:

- 01: No young people in my workplace (0%)
  - 02: A few young people in my workplace (5-10%)
  - 03: About a quarter young people (about 25%)
  - 04: About half young people (about 50%)
  - 05: More than half young people (about 60%)
  - 06: About three-quarters young people (about 75%)
  - 07: Nearly all young people (about 85-90%)
  - 08: All young people (100%)
- (DK)  
(R)

SHOW SCREEN - MULTI CHOICE (codes 01+02 only)

Q.N Are/Were there any Trade Unions or staff associations at *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'

- 01: Yes - Trade Union
  - 02: Yes - Staff Association
  - 03: No
- (DK)  
(R)

*IF 01 or 02 AT Q.N*

SHOW SCREEN - MULTI CHOICE (codes 01+02 only)

Q.O Are/Were you a member of the trade union or staff association there?

- 01: Yes - Trade Union
  - 02: Yes - staff association
  - 03: No
- (DK)  
(R)

ASK ALL

I would now just like to ask a few more questions about you...

SHOW INCOME CARD

Q.P Please look at this card and tell me what your usual pay *is for your current job/was for your most recent job*, **before** any deductions for tax, national insurance and so on.

The card has a list of different pay ranges. Please call out the letter next to the one that applies to you. They have been shown as annual, monthly and weekly salaries, so look at whichever column makes it easier to work out.

Please just call out the appropriate letter.

INTERVIEWER: If respondent says that their pay varies, ask them to estimate the average amount they earn.

08: -A-  
 04: -B-  
 06: -C-  
 10: -D-  
 13: -E-  
 03: -F-  
 07: -G-  
 01: -H-  
 09: -I-  
 02: -J-  
 11: -K-  
 05: -L-  
 12: -M-  
 (DK)  
 (R)

SHOW SCREEN

Q.Q 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.

01: Higher degree or postgraduate qualifications  
 02: 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  
 03: 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  
 04: 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  
 05: Trade apprenticeships  
 06: 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  
 07: 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  
 08: Other qualifications (including overseas) (specify)  
 09: None of these  
 (DK)  
 (R)

SHOW SCREEN

Q.S What is your country of birth?

- 01: England
- 02: Wales
- 03: Scotland
- 04: Northern Ireland
- 05: UK or Britain (Don't know the country)
- 06: Republic of Ireland
- 07: Isle of Man
- 08: Channel Islands
- 09: Hong Kong
- 10: Somewhere else (specify)
- (DK)
- (R)

*IF codes 06-10 at Q.S*

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

(Insert 4 digit box)

SHOW SCREEN - MULTI CHOICE

ASK ALL

Q.U What language(s) do you normally speak at home?

INTERVIEWER: If respondent unsure clarify by saying 'By this I mean, the language you speak at home in the UK, or, if you live alone, the language you speak socially in the UK.'

PROBE: Any other?

- 01: English
- 02: Arabic
- 03: Bengali
- 04: Cantonese
- 05: French
- 06: Greek
- 07: Gujarati
- 08: Hindi
- 09: Punjabi
- 10: Somali
- 11: Turkish
- 12: Urdu
- 13: Welsh
- 14: Other (please specify)
- (DK)
- (R)

SHOW SCREEN

Q.V Do you have any of the following long-standing conditions?

INTERVIEWER: include problems which are due to old age.

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

(DK)

(R)

ASK IF Code 01-06 AT Q.V

QW Does a long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities?

INTERVIEWER: include problems which are due to old age.

01 Yes

02 No

(DK)

(R)

ASK ALL

SHOW SEXUAL ORIENTATION CARD

Q.X Please look at this card. Which of the answers on the card best describes you? Please just give me the letter alongside the appropriate answer.

We're collecting this information to find out more about the discrimination people may face for different reasons. The information is kept completely anonymous.

02: -D-

04: -H-

03: -P-

01: -R-

(R)

Q.Y As a result of answering this part of the interview, we, or a research organisation like ourselves, may want to contact you again in the future about your experiences at work. Are you willing for us to keep your contact details on file for this purpose?

These will be kept in the strictest confidence and will on no account ever be passed to the Cardiff University research team or any other body.

01: Yes - ok

02: No - respondent does not want to be contacted again.

IF code 01 at Q.Y

Q.Z Please sign here.



(Insert box for respondent to sign)

ASK ALL

INTERVIEWER: The next question is for you to complete only.

DO NOT SHOW SCREEN FOR NEXT QUESTION

Q.AA INTERVIEWER: code for fluency in spoken English

01: Competent

02: Some difficulty with fluency

03: Major difficulty with fluency

## Appendix B Respondent leaflet

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## **A Study Of Workplace Behaviour In Britain**

Researchers from Cardiff University and the University of Glamorgan are trying to find out more about people's experiences in employment as part of a publicly-funded research project. The information that is gathered will be used to improve policies and practices in the workplace. If you want to know more about the research you can contact Helen Butler on 02920 874848 who will arrange for one of the research team to ring you at your convenience. You can also make contact with the research team via email using this address: [fevre@cardiff.ac.uk](mailto:fevre@cardiff.ac.uk)

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 Andrea Adams Trust. Other helplines which you may find useful are listed below along with useful websites which contain information designed to help people who have been affected by this kind of behaviour. Advice can also be obtained from trade unions, legal advisers and Citizens Advice Bureaux.

### **Andrea Adams Trust**

The only UK charity dedicated to tackling workplace bullying  
01273 704900  
[www.andreaadamstrust.org](http://www.andreaadamstrust.org)

### **Acas**

Improving organisations and working life through better employment relations  
08457 474747 (08456 061600 for Minicom users)  
[www.acas.org.uk](http://www.acas.org.uk)

### **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 organization  
<http://www.jfo.org.uk>  
01753 610536

### **Equalities and Human Rights Commission**

The new organization that represents gender equality opportunities, race equalities and disability rights.  
<http://www.equalityhumanrights.com>

The Commission is setting up a series of Helplines covering different equalities issues and the countries of the United Kingdom (see reverse):

**England - disability**

Equality and Human Rights Commission Disability Helpline (England)

Telephone: 08457 622 633

Textphone: 08457 622 644

Mon, Tue, Thu, Fri 9:00 am-5:00 pm; Wed 8:00 am-8:00 pm.

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

Equality and Human Rights Commission Helpline England

0845 604 6610 - England main number

0845 604 6620 - England textphone

9:00 am-5:00 pm, Monday to Friday (an out-of-hours service will start running soon)

**Wales**

Equality and Human Rights Commission Helpline Wales

0845 604 8810 - Wales main number

0845 604 8820 - Wales textphone

9:00 am-5:00 pm, Monday to Friday (an out-of-hours service will start running soon)

**Scotland**

Equality and Human Rights Commission Helpline Scotland

0845 604 5510 - Scotland Main

0845 604 5520 - Scotland Textphone

9:00 am-5:00 pm, Monday to Friday (an out-of-hours service will start running soon)

## Appendix C Show cards

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### SHOW CARD Q.P

	<b>Annual</b>	<b>Monthly</b>	<b>Weekly</b>
H	Under £2,500	Under £200	Under £50
J	£2,500 - £4,999	£200 - £399	£50 - £99
F	£5,000 - £9,999	£400 - £829	£100 - £199
B	£10,000 - £14,999	£830 - £1,249	£200 - £289
L	£15,000 - £19,999	£1,250 - £1,649	£290 - £389
C	£20,000 - £24,999	£1,650 - £2,099	£390 - £489
G	£25,000 - £29,999	£2,100 - £2,499	£490 - £579
A	£30,000 - £34,999	£2,500 - £2,899	£580 - £679
I	£35,000 - £39,999	£2,900 - £3,349	£680 - £769
D	£40,000 - £44,999	£3,350 - £3,749	£770 - £869
K	£45,000 - £49,999	£3,750 - £4,149	£870 - £969
M	£50,000 - £79,999	£4,150 - £6,666	£970 - £1,538
E	£80,000 or more	£6,667 or more	£1,539 or more

### SHOW CARD Q.X

- R Straight or heterosexual
- D Gay or lesbian or homosexual
- E Bisexual
- H Other