The Workplace Employment Relations Study

WERS

Sixth Workplace Employment Relations Study (WERS6)

Management Questionnaire (MQ)

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

The following questionnaire is but one part of the management data set. Initially, the *Employee Profile Questionnaire (EPQ)* was sent to the management respondent and they were asked to complete it on paper or on-line and have it ready for the interviewer to collect and input, or download, at the start of the interview. The reasons for this are twofold:

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

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

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

> {If payment by results or merit pay: FPERF = pbr (1) OR merit (2)}
> [Text Fill: If payment by results or merit pay: FPERF= pbr (1) OR merit (2) /
> If both payment by results and merit pay: FPERF=pbr (1) AND merit (2)]
> **FPERMNM^**
> Which groups of employees are paid [in this way / in either of these ways]?
> INTERVIEWER: READ OUT
>
> 1) MANAGER   Managers and senior officials
> 2) NONMAN   Employees in non-managerial occupations

The first line "{If payment by results or merit pay: FPERF = pbr (1) OR merit (2)}" is a description of the routing for the question. Where there is no comment {in brackets} preceding the variable name, the question is asked of all respondents.

The second line "[Text Fill: If payment by results or merit pay: FPERF= pbr (1) OR merit (2) / If both payment by results and merit pay: FPERF=pbr (1) AND merit (2)]" is a description of the text infill that is used in the question stem indicated by the square brackets. A text fill is an insert to a question that is based on an answer given in a previous question. Where there is a forward slash ("/") this indicates that there are two ways in which the question could be asked. If only one of the specified payment methods is used at the workplace, the respondent will be asked, `Which groups of employees are paid in this way?', whereas a workplace using both payment methods will be routed through the question wording following the '/'.

The other format that a text fill can take on occurs where there is no routing required, but instead a piece of information given in a previous question is in-filled in the question stem, for example [NAME OF COMMITTEE GIVEN AT **D1COMM**] in **DELECT**.

The variable name appears in capitals and bold (in this case '**FPERMNM^**') and this corresponds to the name used in the SPSS file that will eventually accompany this document. When the name is followed by '**^**' this signifies that the question can have more than one answer (i.e. multiple response). Where '*' appears a show card has been used. If the show card differs from the responses provided the text is provided in a separate box.

Text provided in capitals after the question stem are instructions for the interviewers. These instructions can refer to whether the response options should be read out, how many answers can be coded or further prompts to assist the respondent.

Numbers given on the response list correspond to the values used in the SPSS dataset. If a response is given without a label this is because the response is a sufficient label that needs no expansion on the interviewer's screen. If a response appears in *italics*, this signifies that this response was not printed on the associated show card that was shown to the respondent in the interview.

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

> **ZALLEMPS**
> Q1. Currently how many employees do you have on the payroll at this workplace?:
> 1..999997,
> NO DON'T KNOW, NO REFUSAL, NOEMPTY
>
> *HARD CHECK: ZALLEMPS must be greater than or equal to 5.*

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

> *Computed variables:*
> *ZMGR_TOT* **:=** *ZMGR_MALE* **+** *ZMGR_FEM*

SECTION EPQ   EMPLOYEE PROFILE QUESTIONNAIRE

INTROEPQ
INTERVIEWER: To start the interview, please enter the relevant data from the EPQ.

ZALLEMPS
Currently how many employees do you have on the payroll at this workplace?
INTERVIEWER: THIS IS **Q1** IN THE PAPER EPQ
PROMPT: Remember to include yourself if you are an employee at the workplace but do NOT include casual workers without a contract of employment, freelance, self-employed or agency workers.
1..999997

NO DON'T KNOW, NO REFUSAL, NO EMPTY

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

SOC_1 to SOC_9*
How many male and female employees are in each of the following occupational groups?
INTERVIEWER: THIS IS **Q2** IN THE PAPER EPQ.
PROMPT: Please refer to the accompanying information sheet for definitions of the occupations or SHOWCARD A1 for some examples.

	Male	Female
Managers and senior officials	ZMGR_MALE	ZMGR_FEM
Professional occupations	ZPRO_MALE	ZPRO_FEM
Associate professional and technical occupations	ZTEC_MALE	ZTEC_FEM
Administrative and secretarial occupations	ZADM_MALE	ZADM_FEM
Skilled trades occupations	ZSKL_MALE	ZSKL_FEM
Caring, leisure and other personal service occupations	ZPER_MALE	ZPER_FEM
Sales and customer service occupations	ZSAL_MALE	ZSAL_FEM
Process, plant and machine operatives and drivers	ZOPE_MALE	ZOPE_FEM
Routine occupations	ZROU_MALE	ZROU_FEM

HARD CHECK if the entry for any cell exceeds the total entered at ZALLEMPS: "THE NUMBER OF MEN / WOMEN GIVEN FOR THIS GROUP EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

HARD CHECK if any row total exceeds the total entered at ZALLEMPS: "THE TOTAL NUMBER GIVEN FOR THIS GROUP EXCEEDS THE TOTAL NUMBER OF EMPLOYEES STATED PREVIOUSLY."

HARD CHECK if either column total exceeds the total entered at ZALLEMPS: "THE TOTAL NUMBER OF MEN / WOMEN EXCEEDS THE TOTAL NUMBER OF EMPLOYEES".

HARD CHECK if the table total is not equal to the total entered at ZALLEMPS: "THE OVERALL TOTAL NUMBER OF MEN AND WOMEN IN THIS TABLE IS NOT EQUAL TO THE TOTAL NUMBER OF EMPLOYEES GIVEN EARLIER. PLEASE CHECK FIGURES AND AMEND".

Computed variables:
ZTOTMEN := ZMGR_MALE + ZPRO_MALE + ZTEC_MALE + ZADM_MALE + ZSKL_MALE + ZPER_MALE + ZSAL_MALE + ZOPE_MALE + ZROU_MALE

ZTOTWOM := ZMGR_FEM + ZPRO_FEM + ZTEC_FEM + ZADM_FEM + ZSKL_FEM +
ZPER_FEM + ZSAL_FEM + ZOPE_FEM + ZROU_FEM
ZMGR_TOT := ZMGR_MALE + ZMGR_FEM
ZPRO_TOT := ZPRO_MALE + ZPRO_FEM
ZTEC_TOT := ZTEC_MALE + ZTEC_FEM
ZADM_TOT := ZADM_MALE + ZADM_FEM
ZSKL_TOT := ZSKL_MALE + ZSKL_FEM
ZPER_TOT := ZPER_MALE + ZPER_FEM
ZSAL_TOT := ZSAL_MALE + ZSAL_FEM
ZOPE_TOT := ZOPE_MALE + ZOPE_FEM
ZROU_TOT := ZROU_MALE + ZROU_FEM

LOGTOT := MAX(ZPRO_TOT,ZTEC_TOT,ZADM_TOT,ZSKL_TOT,ZPER_TOT,
ZSAL_TOT,ZOPE_TOT,ZROU_TOT)
LOGIDX := Name of largest non-managerial occupational group

ZSOCDESC
From what you have said, the largest non-managerial group of employees at this workplace is classified as **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]**.
How would you describe the main tasks and activities of this largest group?
INTERVIEWER: Probe for details about the most common job in this group, record verbatim: OPEN

ZFULLM
How many managers and senior officials work full-time (i.e. 30 hours or more per week)?
INTERVIEWER: THIS IS **Q3** IN THE PAPER EPQ.
0..99997

HARD CHECK if ZFULLM> ZALLEMPS: "THE NUMBER GIVEN FOR FULL-TIME MANAGERS AND SENIOR OFFICIALS EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

ZFULLO
How many employees in all other occupations work full-time (i.e. 30 hours or more per week)?
INTERVIEWER: THIS IS **Q3** IN THE PAPER EPQ.
0..99997

HARD CHECK if ZFULLO> ZALLEMPS: "THE NUMBER GIVEN FOR ALL OTHER FULL-TIME EMPLOYEES EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

ZPRTM
How many managers and senior officials work part-time (i.e. fewer than 30 hours per week)?
INTERVIEWER: THIS IS **Q3** IN THE PAPER EPQ.
0..99997

HARD CHECK if ZPRTM> ZALLEMPS: "THE NUMBER GIVEN FOR PART-TIME MANAGERS AND SENIOR OFFICIALS EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

ZPRTO
How many employees in all other occupations work part-time (i.e. fewer than 30 hours per week)?
INTERVIEWER: THIS IS **Q3** IN THE PAPER EPQ.

0..99997

HARD CHECK if ZPRTO> ZALLEMPS: "THE NUMBER GIVEN FOR ALL OTHER PART-TIME EMPLOYEES EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

Computed variables:
ZALLPTE := ZPRTM + ZPRTO
ZALLFTE := ZFULLM + ZFULLO

HARD CHECK if (ZFULLM + ZPRTM)>ZALLEMPS: "THE TOTAL NUMBER OF MANAGERS AND SENIOR OFFICIALS GIVEN HERE EXCEEDS THE TOTAL NUMBER OF EMPLOYEES STATED PREVIOUSLY."

HARD CHECK if (ZFULLO + ZPRTO)>ZALLEMPS: "THE TOTAL NUMBER GIVEN FOR ALL OTHER EMPLOYEES EXCEEDS THE TOTAL NUMBER OF EMPLOYEES STATED PREVIOUSLY."

SOFT CHECK if (ZFULLM + ZPRTM) <> ZMGR_TOT: "The TOTAL number of Managers and senior officials given here does not equal the number given earlier. PLEASE CHECK FIGURES AND AMEND."

SOFT CHECK if (ZFULL0 + ZPRT0) <> (ZPRO_TOT + ZTEC_TOT + ZADM_TOT + ,ZSKL_TOT + ZPER_TOT + ZSAL_TOT + ZOPE_TOT + ZROU_TOT): "The TOTAL number of employees in all other occupations given here does not equal the number given earlier. PLEASE CHECK FIGURES AND AMEND."

SOFT CHECK if (ZFULLM + ZFULLO) + (ZPRTM + ZPRTO) ≠ ZALLEMPS: "THE NUMBER OF FULL TIME AND PART TIME EMPLOYEES DOES NOT EQUAL THE TOTAL NUMBER OF EMPLOYEES. PLEASE TRY TO RECONCILE THE FIGURES."

ZNUKNAT
Of the (ZALLEMPS) employees currently at this workplace, are there any who are non-UK nationals (i.e. do not have British/UK nationality)?
THIS IS **Q4** IN THE PAPER EPQ.

1) Yes
2) No
3) Don't know

{If non-UK national employees: ZNUKNAT =Yes (1)}
ZNUKEA
How many of the non-UK nationals working here are nationals from the European Economic Area?
INTERVIEWER: The EEA comprises all European Union countries plus Iceland, Liechtenstein, Norway and Switzerland.
Please press <F9> to see a full list of EEA countries.
INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q5** IN THE PAPER EPQ.

Range: 0..999997

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

SOFT CHECK if ZNUKEA = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED FOR % ESTIMATE."

{If don't know number of employees that are nationals of the EEA: ZNUKEA=DK}
ZNUKEAPC
INTERVIEWER: Enter estimated percentage of employees at this workplace who are nationals from the European Economic Area.
Range: 0.00..100.00

{If non-UK national employees: ZNUKNAT =Yes (1)}
ZNUKOEA
How many of the non-UK nationals working here are from outside the European Economic Area?
INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
Please press <F9> to see a full list of EEA countries.
THIS IS **Q5** IN THE PAPER EPQ.

Range: 0..999997

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

SOFT CHECK if ZNUKOEA = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED FOR % ESTIMATE."

HARD CHECK if ZNUKEA + ZNUKOEA > ZALLEMPS: "THE TOTAL SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF EMPLOYEES. PLEASE AMEND."

{If don't know number of employees that are nationals outside the EEA: ZNUKOEA=DK}
ZNUKOEAPC
INTERVIEWER: Enter estimated percentage of employees at this workplace who are from outside the European Economic Area.
Range: 0.00..100.00

Z16T17
Of those currently employed here, how many...
...are aged 16 or 17?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

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

SOFT CHECK if Z16T17 = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED FOR % ESTIMATE."

{If don't know number of 16-17 year olds: Z16T17=DK}
Z16T17PC
INTERVIEWER: Enter estimated percentage of employees aged 16 OR 17.

Range: 0.00..100.00

Z18T21
(Of those currently employed here, how many...)
...are aged 18 to 21?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

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

SOFT CHECK if Z18T21 = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED FOR % ESTIMATE."

{If don't know number of 18-21 year olds: Z18T21=DK}
Z18T21PC
INTERVIEWER: Enter estimated percentage of employees aged 18 to 21.

Range: 0.00..100.00

Z22T49
(Of those currently employed here, how many...)
...are aged 22 to 49?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

SOFT CHECK if Z22T49>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES."

SOFT CHECK if Z22T49 = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED FOR % ESTIMATE."

{If don't know number of 22-49 year olds: Z22T49=DK}
Z22T49PC
INTERVIEWER: Enter estimated percentage of employees aged 22 to 49

Range: 0.00..100.00

Z50PLUS
(Of those currently employed here, how many...)
...are aged 50 or over?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

{If don't know number of employees aged 50 or over: ZOVER50=DK}
Z50PLUSP
INTERVIEWER: Enter estimated percentage of employees aged 50 or over.

Range: 0.00..100.00

ZETHNIC
(Of those currently employed here, how many...)
...are from a non-white ethnic group?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

{If don't know number of employees from a non-white ethnic group: ZETHNIC=DK}
ZETHNICPC
INTERVIEWER: Enter estimated percentage of employees who are from a non-white ethnic group.

Range: 0.00..100.00

ZDISAB
(Of those currently employed here, how many...)
 ...have a long-term disability that affects the amount or type of work they can do?

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

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
THIS IS **Q6** IN THE PAPER EPQ.

Range: 0..9997

{If don't know number of employees with a long-term disability: ZDISAB=DK}
ZDISABPC
INTERVIEWER: Enter estimated percentage of employees who have a long-term disability.

Range: 0.00..100.00

ZFIXTERM
How many of the employees at this workplace are working here on temporary or fixed-term contracts?
INTERVIEWER: Do not include employees who are working through a probationary period that might lead to a permanent contract of employment.
THIS IS **Q7** IN THE PAPER EPQ.

Range: 0..99997

{If don't know the number of fixed term employees: ZFIXTERM = DK}
ZANYTEM
Can I just check, are any employees here on temporary or fixed-term contracts?

1) Yes
2) No

ZWAGEA
How many employees (full- and part-time) at this workplace are currently paid...

... £5.93 or less per hour (£845 or less per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

{If don't know number of employees that are paid £5.93 or less: ZWAGEA=DK}
ZWAGEAPC
Percentage of employees (full- and part-time) at this workplace paid...

... £5.93 or less per hour (£845 or less per month for a 37.5 hour week)?

Range: 0.0..100.0

ZWAGEB
(How many employees (full- and part-time) at this workplace are currently paid...)

... £5.94 to £7.50 per hour (£846 - £1,070 per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

SOFT CHECK if WAGEB>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

{If don't know number of employees that are paid £5.94 - £7.50: ZWAGEB=DK}
ZWAGEBPC
Percentage of employees (full- and part-time) at this workplace paid...

... £5.94 to £7.50 per hour (£846 - £1,070 per month for a 37.5 hour week)?

Range: 0.0..100.0

ZWAGEC
(How many employees (full- and part-time) at this workplace are currently paid...)

... £7.51 to £10.00 per hour (£1,071 - £1,425 per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

SOFT CHECK if WAGEC>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

{If don't know number of employees that are paid £7.51 - £10.00: ZWAGEC=DK}
ZWAGECPC
Percentage of employees (full- and part-time) at this workplace paid...

... £7.51 to £10.00 per hour (£1,071 - £1,425 per month for a 37.5 hour week)?

Range: 0.0..100.0

ZWAGED
(How many employees (full- and part-time) at this workplace are currently paid...)

... £10.01 to £13.00 per hour (£1,426 - £1,855 per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

SOFT CHECK if WAGED>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

{If don't know number of employees that are paid £10.01 - £13.00: ZWAGED=DK)}
ZWAGEDPC
Percentage of employees (full- and part-time) at this workplace paid...

... £10.01 to £13.00 per hour (£1,426 - £1,855 per month for a 37.5 hour week)?

Range: 0.0..100.0

ZWAGEE
(How many employees (full- and part-time) at this workplace are currently paid...)

... £13.01 to £18.00 per hour (£1,856 - £2,565 per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

SOFT CHECK if WAGEE>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

{If don't know number of employees that are paid £13.01 - £18.00: ZWAGEE=DK}
ZWAGEEPC
Percentage of employees (full- and part-time) at this workplace paid...

... £13.01 to £18.00 (£1,856 - £2,565 per month for a 37.5 hour week)?

Range: 0.0..100.0

ZWAGEF
(How many employees (full- and part-time) at this workplace are currently paid...)

... £18.01 or more per hour (£2,566 or more per month for a 37.5 hour week)?
INTERVIEWER: THIS IS **Q8** IN THE PAPER EPQ.
Pay should include commission, bonus payments and shift premiums, if applicable.

Range: 0..99997

SOFT CHECK if WAGEF>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

{If don't know number of employees that are paid £18.01 or more: ZWAGEF=DK}
ZWAGEFPC
Percentage of employees (full- and part-time) at this workplace paid...

...over £18.01 or more per hour (£2,566 or more per month for a 37.5 hour week)?

Range: 0.0..100.0

SOFT CHECK If ZWAGEA + ZWAGEB + ZWAGEC + ZWAGED + ZWAGEE + ZWAGEF <> ZALLEMPS: "THE TOTAL OF ZWAGEA, ZWAGEB, ZWAGEC, ZWAGED, ZWAGEE & ZWAGEF IS NOT EQUAL TO THE TOTAL NUMBER OF EMPLOYEES GIVEN AT THE BEGINNING."

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

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

THIS IS **Q9** IN THE PAPER EPQ

Range: 0..999997

NO REFUSAL

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

SOFT CHECK if ZUNIMEM=DON'T KNOW: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS WARNING, THE RESPONDENT WILL BE ASKED TO ESTIMATE THE PERCENTAGE OF EMPLOYEES THAT ARE UNION MEMBERS, AND IF THEY DON'T KNOW THAT, WHETHER ANY EMPLOYEES ARE UNION MEMBERS."

{If don't know number of employees that are union members: ZUNIMEM=DK}
ZUNIPC
INTERVIEWER: Enter estimated percentage of employees at this workplace who are members of a trade union or independent staff association.

Range: 0.00..100.00

{If don't know percentage of employees that are union members: ZUNIPC=DK}
ZANYMEM
Can I just check, are any employees here members of a trade union or independent staff association?

1) Yes
2) No

NO REFUSAL, NO DON'T KNOW

ZUNIONUM
How many separate unions or independent staff associations have members at this workplace – whether recognised by management or not?
INTERVIEWER: THIS IS **Q10** IN THE PAPER EPQ.

Range: 0..97

HARD CHECK if (ZUNIMEM>0 OR ZUNIPC >0 OR ZANYMEM=1) AND (ZUNIONUM=0 OR DK OR REF): "You said there were union members at this workplace. Please check".

HARD CHECK if (ZUNIMEM=0 OR ZUNIPC =0 OR ZANYMEM=2) AND ZUNIONUM>0: "You said there were no union members at this workplace. Please check".

{If unions have members at this workplace: ZUNIONUM>0}
[Text fill: If ZUNIONUM=1: 'name / union / has'; If ZUNIONUM>1: 'names / unions / have';
If ZANYMEM=1: 'that you know of']
ZUNIONA01-11
Please tell me the name[s]of the union[s] [that you know of] that [has/have] members at this
workplace.
INTERVIEWER: CODE ALL THAT APPLY.
THIS IS **Q11** IN THE PAPER EPQ.

1. Unite   Unite the Union
2. USDAW   Union of Shop Distributive and Allied Workers (USDAW)
3. Unison   UNISON: The Public Service Union
4. PCS   Public and Commercial Services Union (PCS)
5. GMB   GMB
6. CWU   Communication Workers Union (CWU)
7. RCN   Royal College of Nursing of the UK (RCN)
8. ATL   Association of Teachers and Lecturers (ATL)
9. NUT   National Union of Teachers (NUT)
10. NASUWT   National Association of Schoolmasters Union of Women Teachers
(NASUWT)
11. Other   Others, please specify [**OthUni01-40**]

{If COUNT(ZUNIONA) <ZUNIONNUM or ZUNIONA=Other (11)}
OthUni01-40
INTERVIEWER: Which others?
Enter the full name of the [first / second / etc] other union: OPEN

ZABSENCE
Over the last 12 months what percentage of work days was lost through **employee
sickness** or **absence** at this workplace?
INTERVIEWER: Please exclude authorised leave of absence, employees away on secondment
or courses or days lost through industrial action.
ENTER EXACT FIGURE OR 'DON'T KNOW'
THIS IS **Q12** IN THE PAPER EPQ.

Range: 0.00..100.00

ZAGENCY
How many temporary agency staff are presently working at this workplace?
INTERVIEWER: Temporary agency staff are people that you hire on a temporary basis from
an employment agency. These members of staff **should not** be included in the employee
total given at Question 1.
THIS IS **Q13** IN THE PAPER EPQ.

Range: 0..99997

*SOFT CHECK if ZAGENCY = DK: "PLEASE TRY TO OBTAIN A FIGURE, IF YOU SUPPRESS THIS
WARNING, THE RESPONDENT WILL BE ASKED IF THERE ARE ANY TEMPORARY AGENCY
STAFF AT THIS WORKPLACE."*

{If don't know the number of agency workers: ZAGENCY = DK}
ZANYAGY
Can I just check, are there any temporary agency staff currently working at this workplace?

1) Yes
2) No

ZEMP1AGO
In total, how many employees (full- and part-time) were on the payroll at this workplace 12 months ago?
INTERVIEWER: THIS IS **Q14** IN THE PAPER EPQ.

Range: 0..999997

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

{If ZEMP1AGO not zero: ZEMP1AGO>0 or DK or Refuse}
ZRESIGNED
And how many of these **[ZEMP1AGO]** employees **stopped** working here, because they...
... left or resigned voluntarily?
INTERVIEWER: THIS IS **Q15** IN THE PAPER EPQ

Range: 0..9997

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

{If ZEMP1AGO not zero: ZEMP1AGO>0 or DK or Refuse}
ZDISMISS
(And how many of these **[ZEMP1AGO]** employees **stopped** working here, because they...)
...were dismissed?
INTERVIEWER: THIS IS **Q15** IN THE PAPER EPQ

Range: 0..9997

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

{If ZEMP1AGO not zero: ZEMP1AGO>0 or DK or Refuse}
ZREDUND
(And how many of these **[ZEMP1AGO]** employees **stopped** working here, because they...)
...were made redundant?
INTERVIEWER: THIS IS **Q15** IN THE PAPER EPQ

Range: 0..9997

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

{If ZREDUND= DK}
ZREDDK
INTERVIEWER ASK OR CODE: Can I just check, were any of these **[ZEMP1AGO]** employees made redundant?

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

NO REFUSAL, NO DON'T KNOW

{If ZEMP1AGO not zero: ZEMP1AGO>0 or DK or Refuse}
ZOTHER
(And how many of these **stopped** working here, because they...)
...left for some other reason (e.g. retirement)?
INTERVIEWER: THIS IS **Q15** IN THE PAPER EPQ.

Range: 0..9997

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

Computed variable:
EPQFILL1 = ZEMP1AGO - (ZRESIGNED+ZDISMISS+ZREDUND+ZOTHER)

{If no DKs or Refusals at ZEMP1AGO, ZRESIGNED, ZDISMISS, ZREDUND, and ZOTHER AND (EPQFILL1>0)}
ZSTILL
So that means, of the **[ZEMP1AGO]** employees that were working here 12 months ago, **[EPQFILL1]** of these are still working here. Does that sound right?

1) Yes
2) No

{If ZSTILL=No (2)}
ZNOTLEFT
So how many of the **[ZEMP1AGO]** employees are still working here?

Range: 0..999997

{If any non-response at ZEMP1AGO, ZRESIGNED, ZDISMISS and ZOTHER}
ZSTILL2
So how many of the **[ZEMP1AGO]** employees that were working here 12 months ago, are still working here?
INTERVIEWER: Please enter number of employees.

Range: 0..999997

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

{If ZEMP1AGO not zero: ZEMP1AGO>0 or DK or Refuse}
ZEMP6AGO
In total, how many employees (full- and part-time) were on the payroll at this workplace in 2004?
THIS IS **Q16** IN THE PAPER EPQ

Range: 0..999997

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

{If Zemp6ago=DK}
ZEMP6DK
Did the workplace have 5 or more employees in 2004?

1) Yes
2) No

SECTION A WORKPLACE AND ORGANISATION CHARACTERISTICS

ASICDESC
I would like to begin by asking you some general questions about this workplace.
What is the main activity of this workplace?
IF NECESSARY, PROBE FOR CLARIFICATION: OPEN

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

ASIC2007: Activity coded to SIC(2007)
ASIC2003: Activity coded to SIC(2003)
ASIC92: Activity coded to SIC(1992)
ASIC80: Activity coded to SIC(1980)

ASINGLE*
SHOW CARD A2
Is this workplace one of a number of different workplaces in the UK belonging to the same organisation, a single independent establishment or the sole UK establishment of a foreign organisation?
INTERVIEWER: Refusal or don't know not allowed.

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

NO REFUSAL, NO DON'T KNOW

ASTATUS*^
SHOW CARD A3
How would you describe the formal status of this workplace (or the organisation of which it is a part)?
INTERVIEWER: Please code Academy Schools to 12. Do not prompt. Refusal or don't know not allowed.

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

NO REFUSAL, NO DON'T KNOW

{If part of a larger organisation: ASINGLE=Multi (1) or SoleUK (3)}
AORGNAME
What is the name of the organisation of which your workplace is part?: OPEN

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

{If private sector and part of a larger organisation: (ASTATUS=PubC (1) – Coop (7)) AND (ASINGLE=Multi (1) or SoleUK (3)}
AUCC
Is **[AHINAME1]** the ultimate controlling company of your organisation?

1)   Yes
2)   No

{If organisation is not ultimate controlling company: AUCC=No (2)}
AUCCNAME
What is the name of your organisation's ultimate controlling company?: OPEN

Computed variable:
IF (AUCC=No (2) THEN
   AHINAME2 := AUCCNAME
ELSE
   AHINAME2 := AHINAME1
ENDIF

{If part of a larger organisation in the UK: ASINGLE=Multi (1)}
AESTNUM
How many workplaces, including this one, are there within **[AHINAME2]** in the UK?

Range: 2..9997

{If part of a larger organisation in the UK: ASINGLE=Multi (1)}
AUKTOTX*
SHOW CARD A4
How many employees **in total** are there within **[AHINAME2]** in the UK? :

1)	Fivetonin	5-9
2)	Twentyfo	10-24
3)	Fortynine	25-49
4)	Hundred	50-99
5)	Onefive	100-149
6)	TwoHund	150-249,
7)	FiveHund	250-499,
8)	Thousand	500-999
9)	TwoThou	1,000-1,999
10)	FiveThou	2,000-4,999
11)	TenThou	5,000-9,999
12)	FiftyTho	10,000-49,999
13)	HundThou	50,000-99,999
14)	More	100,000 or more

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

Computed variable:
IF (ASINGLE=SINGLE (2)) THEN
    AHINAME3 := "this company"
ELSE
    AHINAME3 := AHINAME2
END IF

{If PLC: ASTATUS=PubC (1)}
ALIST
Are shares in **[AHINAME3]** listed on a stock exchange?

1) Yes
2) No

{If private sector: ASTATUS = PubC (1) – Coop (7)}
AFRANCH
Is this workplace part of a franchise operation?

1) Yes
2) No

{If private sector company: ASTATUS= PubC (1), PriC (2), or Guar (3)}
ACONIN25
Does a single individual or family, or an investment institution own at least 25 per cent of **[AHINAME3]**?

1)	Y25IndFam	Yes – 25 per cent share, or more owned by individual or family
2)	Y25InvIns	Yes – 25 per cent share, or more owned by investment institution
3)	No	

{If ACONIN25 = Y25IndFam (1) or Y25InvIns (2)}
ACONIN50
Does a single individual or family, or an investment institution own at least 50 per cent of [**AHINAME3**]?

1) Y50IndFam   Yes – 50 per cent share, or more owned by individual or family
2) Y50InvIns   Yes – 50 per cent share, or more owned by investment institution
3) No

{If individual or family owns at least 50 per cent or 25 per cent: ACONIN25= Y25IndFam (1) OR ACONIN50= Y50IndFam (1)}
AOWNMAN
Are any of the controlling owners actively involved in day-to-day management of this workplace on a full-time basis?

1) Yes
2) No

{If private sector: ASTATUS= PubC (1) – Coop (7)}
ACONTROL*
SHOW CARD A5
Which of the following statements best describes the ownership of [**AHINAME2**]?

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

{If part of larger organisation in UK: ASINGLE=Multi (1)}
ACONHEAD
Is this workplace the controlling Head Office of [**AHINAME2**]?

1) Yes
2) No

{If part of a larger organisation in the UK & private sector & not head office, or if the sole UK establishment of a foreign organisation & private sector:
(ASINGLE=Multi (1) and ASTATUS = PubC (1) – Coop (7) and ACONHEAD=No (2)) or (ASINGLE=SoleUK (3) and ASTATUS= PubC (1) – Coop (7))}
AHEADOFF
Where is the controlling Head Office of [**AHINAME2**]?

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

{If part of a larger organisation and controlling head office is in the UK: ACONHEAD= Yes (1) or AHEADOFF= UK (1)}
ASUBSID
Does **[AHINAME2]** own or control subsidiary companies or establishments outside the UK?

1) Yes
2) No

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

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

Range: 0..997

SOFT CHECK if ZEMP6AGO<>0 and AHOWLONG<5: "Are you sure? Earlier you said that there were [ZEMP6AGO] employees at this workplace in 2004 (seven years ago)."

{If AHOWLONG = DK}
AHOWEST*
SHOW CARD A6
Could you estimate how many years this workplace has been in operation, using the categories on this card?

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

AHOWCX*^
SHOW CARD A7
Which of the things listed on this card have happened to this establishment in the past 2 years?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

ASCALES*
SHOW CARD A8
That is the end of the background questions.
Now, before we begin the more detailed questions, I would like to obtain **your** views, as a manager at this workplace, about a number of employment relations issues.
I'm going to read out four statements, and I'd like you to tell me what you think about each of them, using the categories on this card.

APHRAS04*
It is up to individual employees to balance their work and family responsibilities.

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

APHRAS06*
Unions help find ways to improve workplace performance.

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

APHRAS07*

We would rather consult directly with employees than with unions.

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

APHRAS08*

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

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

SECTION B   MANAGEMENT OF PERSONNEL AND EMPLOYMENT RELATIONS

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

BSEX
INTERVIEWER SELF-CODE: Is the respondent...

1) Male
2) Female

BTITLEX
What is the title of your job?
INTERVIEWER: CODE THE MOST APPROPRIATE ANSWER

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

BYOURJOB*^
SHOW CARD B1
I am now going to show you a list of different employment relations matters.
Can you tell me for each one whether or not it forms part of your job or the job of someone responsible to you?:
PROBE: What others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

SOFT CHECK if ALL response options 1 to 13 are selected: "Are you sure? Please check that the respondent has all these job responsibilities."

BUMANAGE

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

1) Yes
2) No

BPROPORT

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

Range: 0..100

BLENGTH

How long have you been doing this job at this workplace?
ENTER IN YEARS (TO NEAREST YEAR)
OR Less than 6 months code 00

Range: 0..60

SOFT CHECK if BLENGTH > AHOWLONG (and AHOWLONG>=0): "Are you sure? The number recorded here is greater than the total number of years that the workplace has been in operation."

BHAVQUAL

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

1) Yes
2) No

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

BBOARD

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

1) Yes
2) No

{If part of larger organisation in the UK, but not head office, or if the sole UK establishment of a foreign organisation (ACONHEAD=No (2) or ASINGLE=SoleUK (3))}

BCONSULT*^

SHOW CARD B2

On which of these matters are managers here able to make decisions **without** consulting with managers at another workplace in your organisation?

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

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

[Text fill: if ASINGLE≠ Single (2)]

BMEMBER*^

SHOW CARD B3

Is this workplace [either directly or through the parent organisation] a member of any of the following organisations?:

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

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

BADVICE*^
SHOW CARD B4
Looking at this card, have you sought information or advice from any of these bodies on any **employment relations issues** during the last 12 months?:
INTERVIEWER: This could be in person, over the telephone, or through a website.
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

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

1) Yes
2) No

{If strategic plan: BSTRATEG= Yes (1)}
BMANAGE*^
SHOW CARD B5
Which of the following issues are covered in the plan?:
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

Computed variable:
IF response at AORGNAME
   AORGTXT=AORGNAME
ELSE
   AORGTXT="your organisation"
END IF

BAWARD
Is [AORGTXT] accredited as an Investor in People?

1)   Yes
2)   No

CFILLVAC*
SHOW CARD C1
Which of these statements best describes your approach to filling vacancies at this workplace?
INTERVIEWER: For larger public sector employers, individual departments and agencies should be treated as separate employers

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

CFACTORS*^
SHOW CARD C2
Which of the following factors are important when recruiting new employees?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1)	Refer	References
2)	Avail	Availability
3)	Recomm	Recommended by another employee
4)	Skills	
5)	Age	
6)	Quals	Qualifications
7)	Experi	Experience
8)	Motiv	Motivation
9)	Other	Other (please specify **CFACTOTH**)

CSPECIX*^
SHOW CARD C3
When filling vacancies, do you have any special procedures to encourage applications from the following groups?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1)	Women	Women returning to work after having children
2)	Allwom	Women in general
3)	Ethnic	Members of minority ethnic groups
4)	Older	Older workers
5)	Disab	Disabled people
6)	Unemp	People who have been unemployed for 12 months or more
7)	Ptjs	Part-time workers or job sharers
8)	GLT	Gay, lesbian and transgender communities
9)	*None*	*None of these*

CATESTW^
When filling vacancies at this workplace, do you ever conduct any type of **personality** or **attitude test** for managerial positions, non-managerial positions or not at all?
CODE ALL THAT APPLY.

1) manage   Managerial
2) nonman   Non-managerial
3) none   No tests conducted

CPTESTW^
When filling vacancies at this workplace, do you ever conduct any type of **performance** or **competency test** for managerial positions, non-managerial positions or not at all?
CODE ALL THAT APPLY.

1) MANAGE   Managerial
2) NONMAN   Non-managerial
3) NONE   No tests conducted.

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

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

1) Yes
2) No

{If any vacancies: CLOGVAC= Yes (1)}
CCHANX*^
SHOW CARD C4
This card shows a list of recruitment channels. What are the three most common channels used when trying to fill these vacancies?
PROBE: Which others? UNTIL 'None'.

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

CINDUCT

Is there a standard induction programme designed to introduce new **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** to this workplace?
INTERVIEWER: Do not include probation periods.

1) Yes
2) No

CSTUCKIN*

SHOW CARD C5

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

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

TRINTRO

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

COFFJOB*

SHOW CARD C6

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

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

{If don't know whether any training (COFFJOB=DK)}
COFFCHK
Did any experienced **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** have time off from their normal daily work duties to undertake training over the past 12 months?

1) Yes
2) No

{If any training: COFFJOB=1 to 100% (1-6), or COFFCHK=Yes (1)}
CTRAIN
On average, how many days of training did **experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** undertake over the past 12 months?

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

{If any training: COFFJOB=1 to 100% (1-6), or COFFCHK= Yes (1)}
CHOW*^
SHOW CARD C7
Did this training cover any of the matters listed on this card?:
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

COTHJOB*
SHOW CARD C8
Approximately, what proportion of **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** are formally trained to be able to do jobs other than their own?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question.

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

{If giving exact number at COTHJOB}
COTHJOBT
(How many **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]**
are formally trained to be able to do jobs other than their own?)
ENTER NUMBER

Range: 1..999997

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

COTHDO*
SHOW CARD C8
And approximately, what proportion of **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** actually do jobs other than their own at least once a week?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question.

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

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

Range: 1..999997

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

CVARIETY*
SHOW CARD C9
Using the scale on this card, to what extent would you say that individual **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** here have...

...variety in their work?

1)	Alot	A lot
2)	Some	
3)	Little	A little
4)	None	

CDISCRETE*

SHOW CARD C9

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

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

1) Alot   A lot
2) Some
3) Little   A little
4) None

CONTROL*

SHOW CARD C9

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

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

1) Alot   A lot
2) Some
3) Little   A little
4) None

CDESIGN*

SHOW CARD C9

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

...involvement in decisions over how their work is organised?

1) Alot   A lot
2) Some
3) Little   A little
4) None

CTEAMS*

SHOW CARD C10

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

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

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

{If giving exact number at CTEAMS}
CTEAMST
(How many **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** at this workplace work in formally designated teams?)
ENTER NUMBER

Range: 1..999997

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

{If team working: CTEAMS<>None}
CTEAMHOA
Do each of the following statements apply to the way that teamworking operates among **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** at this workplace?

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

1) Yes
2) No

{If team working: CTEAMS<>None}
CTEAMHOC
(Which, if any, of the following statements apply to the way that teamworking operates among **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** at this workplace?)

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

1) Yes
2) No

{If team working: CTEAMS<>None }
CTEAMHOD
(Which, if any, of the following statements apply to the way that teamworking operates among **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** at this workplace?)

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

1) Yes
2) No

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

Range: 0..997

{If giving exact number at CCOMPUT}
CCOMPUTT
(In this workplace, how many employees use computers as part of their normal work duties?)
ENTER NUMBER

Range: 1..999997

DMEETING

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

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

1) Yes
2) No

{If any workplace meetings: DMEETING= Yes (1)}
DMEETN
How frequent are these meetings?

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

{If any workplace meetings: DMEETING= Yes (1)}
DMWHIX*^
SHOW CARD D1
Looking at the following list, which three issues are most often discussed at the meetings?
PROBE: Which others? UNTIL 'None'.

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

{If any workplace meetings: DMEETING= Yes (1)}
DMTWOWAY*
SHOW CARD D2
On average, what proportion of the time at the meetings is usually available for questions from employees, or for employees to offer their views? :

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

DBRIEF
Do you have meetings between line managers or supervisors and all the workers for whom they are responsible?
INTERVIEWER: If asked, these are sometimes known as 'briefing groups' or 'team briefings'?

1) Yes
2) No

{If any briefings: DBRIEF= Yes (1)}
DBRIEFN
How frequent are these meetings?

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

{If any briefings: DBRIEF= Yes (1)}
DBWHIX*^
SHOW CARD D1
Looking at the following list, which three issues are discussed most often at the meetings?
PROBE: Which others? UNTIL 'None'.

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

{If any briefings: DBRIEF= Yes (1)}
DBTWOWAY*
SHOW CARD D2
On average, what proportion of the time at these meetings is usually available for questions from employees, or for employees to offer their views?

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

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

1) Yes
2) No

{If any consultative committee: DJOINT= Yes (1)}
DHOWMANY
How many such committees are there?

Range: 1..97

{If more than one consultative committee (DHOWMANY>1)}
DWHICH*^
SHOW CARD D1
Looking at the following list, which issues are discussed by the committees?
PROBE: Which others? UNTIL 'None'.

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

{If any consultative committee: DJOINT= Yes (1)}
[If one committee (DHOWMANY=1) / if more than one committee (DHOWMANY>1)]
DISSUES
[Does the committee deal with a range of issues, or with a single topic such as health and safety? /
Of all the committees, is there one which deals with a range of issues, or do all of the committees cover single topics, such as health and safety?]

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

{If any consultative committee: DJOINT= Yes (1)}
[If one committee (DHOWMANY=1) / if more than one committee (DHOWMANY>1)]
DICOMM
[What is the name of the committee? /
I would now like to focus on the committee which deals with the widest range of issues. What is the name of this committee?]
INTERVIEWER: If respondent unable to identify the committee dealing with the widest range of issues, ask for the name of the committee considered to be the most important:
OPEN

{If any consultative committee: DJOINT= Yes (1)}
DIWHIX*^
SHOW CARD D1
Looking at the following list, which three issues are discussed most often by the committee
(**[NAME GIVEN AT DICOMM]**)?
PROBE: Which others? UNTIL 'None'.

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

{If a committee dealing with a range of issues ((DISSUES= Range (1) or Both (3) or (more than one response at D1WHI))}
DELECT
Are elections usually held among employees to appoint employee representatives to the committee (**[NAME GIVEN AT D1COMM]**)?

1) Yes
2) No

{If no elections: DELECT= No (2)}
DSELECT^
Who selects employee representatives for the committee (**[NAME GIVEN AT D1COMM]**)?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) emps   Employees
2) comrep   Existing committee representatives
3) union   Unions or staff associations
4) manage   Managers
5) none   No selection - e.g. volunteers
6) other   Other answer (please specify **DSELOTH**)

{If a committee dealing with a range of issues: ((DISSUES=Range (1) or Both (3)) or (more than one response at D1WHI))}
DMEET
How many times has the committee (**[NAME GIVEN AT D1COMM]**) met during the last 12 months?

Range: 0..97

{If a committee dealing with a range of issues ((DISSUES= Range (1) or Both (3) or (more than one response at D1WHI))}
DPROCESS*
SHOW CARD D3
Which of the following best describes managers' usual approach when consulting members of the committee?

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

{If a committee dealing with a range of issues ((DISSUES=Range (1) or Both (3)) or (more than one response at D1WHI))}
DINFLUEN
Generally speaking, how **influential** do you think this committee is on management's decisions affecting the workforce?
Do you think it is ... (READ OUT):

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

{If part of a larger organisation, but not head office ((ASINGLE= Multi (1) and ACONHEAD=No (2)) or ASINGLE=SoleUK (3))}
DHIGHLEV
Apart from Health and Safety and other single topic committees, is there a consultative committee of managers and employees in your organisation that operates **at a higher level** than this workplace?
PROMPT IF NECESSARY: For instance, at divisional, regional or Head Office level?

1) Yes
2) No

{If part of a larger organisation and either own or control foreign establishments, or controlling head office is outside UK: ((ASINGLE=Multi (1) or SoleUK (3)) and (ASUBSID=Yes (1) or AHEADOFF=None (0) or AHEADOFF > UK (1))}
DCOUNCIL
Does the organisation of which you are part operate a European Works Council?

HELPSCREEN: A European Works Council is a procedure for informing and consulting employees in companies which operate at European Union level. European Works Councils give representatives of workers from all European countries in big multinational companies a direct line of communication to senior management.

1) Yes
2) No

DCIRCLES
Do you have groups of non-managerial employees at this workplace that solve specific problems or discuss aspects of performance or quality? They are sometimes known as problem-solving groups or continuous improvement groups.

1) Yes
2) No

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

1) Yes
2) No

DCONSULT*^
SHOW CARD D4
Besides the schemes we have discussed are there any other ways in which management communicates or consults with employees at this workplace?:
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

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

...internal investment plans?

1)   Yes
2)   No

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

...the financial position of the workplace?

1)   Yes
2)   No

{If part of larger organisation: ASINGLE=Multi (1) or SoleUK (3)}
DWHOLEFIN
(Does management regularly give employees, or their representatives, any information about...)

...the financial position of the whole organisation?

1)   Yes
2)   No

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

...staffing plans?

1)   Yes
2)   No

EUNIONS
I now want to ask some questions about trade unions.

Computed variable:
IF ZUNIMEM>0 or ZUNIPC>0 or ZANYMEM=1
   EANYEMP=Yes (1)
ELSE
   EANYEMP=No (2)
END IF

EVIEWS
How would you describe management's general attitude towards trade union membership among employees at this workplace.
Is management ... (*READ OUT*) ... *AND CODE ONE ONLY*:

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

{If any union members: EANYEMP=Yes(1) }
EDEDUCT
Do you deduct trade union or staff association subscriptions from any employees' pay?

1) Yes
2) No

{If one or more union with members at the workplace: ZUNIONUM>=1}
[Text fill: if ZUNIONUM=1 / ZUNIONUM>1]
EINTRO2
Earlier, you said there [was one /were <ZUNIONUM>] trade union[s]/staff association[s] with members at this workplace.

{If one union with members at the workplace: ZUNIONUM=1}
ETOTREC1
Is this trade union/staff association recognised by management for negotiating pay and conditions for any sections of the workforce at this workplace?

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

1) Yes
2) No

ETOTREC2

How many of these trade unions/staff associations are **recognised** by management for negotiating pay and conditions for any sections of the workforce in this workplace?

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

0..50

ENONREC

What is the name of the trade union /staff association that has the most members at this workplace?
CODE ONE ONLY.

1) <ZUNIONA01>
2) <ZUNIONA02>
3) <ZUNIONA03>
4) <ZUNIONA04>
5) <ZUNIONA05>
6) ETC…

NO REFUSAL, NO DON'T KNOW

EUNIONREC

What is the name of the trade union/staff association that is recognised and has the most members at this workplace?
CODE ONE ONLY.

1) <ZUNIONA01>
2) <ZUNIONA02>
3) <ZUNIONA03>
4) <ZUNIONA04>
5) <ZUNIONA05>
6) ETC…

NO REFUSAL, NO DON'T KNOW

If ETOTREC1= Yes (1), EUNIONREC is automatically set to the name of the sole recognised union with members at the workplace (i.e. the single union name recorded at ZUNIONA01 when ZUNIONUM=1).

If ETOTREC1 = No (2), ENONREC is automatically set to the name of the sole non-recognised union with members at this workplace (i.e. the single union name recorded at ZUNIONA01 when ZUNIONUM=1).

{If any union members: EANYEMP=Yes (1)}
EADDREC
Apart from the unions that have members at this workplace, are there any other trade unions or staff associations that are **recognised** by management for negotiating pay and conditions for any sections of the workforce here, even though they do not have members at this workplace?

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

1) Yes
2) No

{If at least one additional recognised union: EADDREC=Yes (1)}
EADDNUM
How many **other** unions or staff associations are recognised by management?

Range: 1..10

{If no union members: EANYEMP=No (2)}
EOTHREC
You said that none of the workforce at this workplace are members of trade unions. Nevertheless, are any trade unions or staff associations **recognised** by management for negotiating pay and conditions for any sections of the workforce here?

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

1) Yes
2) No

{If no union members but at least one recognised union: EOTHREC=Yes (1)}
EOTHNUM
How many separate unions or staff associations are recognised by management?

Range: 1..10

Computed variable:
ETOTREC=number of recognised unions with members at the workplace (from ETOTREC1 or ETOTREC2)
IF ZUNIONUM>=1 THEN
*   IF ETOTREC1=YES THEN*
*   ETOTREC:=1*
*   ELSEIF ETOTREC2>0 THEN*
*   ETOTREC:=ETOTREC2*
*   ELSEIF ETOTREC1=NO OR ETOTREC2=0 THEN*
*   ETOTREC=0*
*   ENDIF*
END IF

{If more than one recognised union: ETOTREC+EADDNUM+EOTHNUM>1}
EJOINT
Does management negotiate **jointly** with the recognised unions, or are there separate negotiations?
INTERVIEWER: READ OUT OPTIONS

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

Note: The interviewer note was added to a later version of the CAPI program on 09/05/11.

EREQUEST
So far as you know, since 2004, has there been any **request for recognition** from any union or group of workers at this workplace that has not been granted?

1) Yes
2) No

{If any recognised unions with members at the workplace (ETOTREC>0)}
ESTEWARD
I would now like to ask you a few questions about any union representatives that are present at this workplace.
Do the members of the **[ETOTREC]** recognised union[s] have any representatives or stewards here - apart from any concerned exclusively with Health and Safety?

1) Yes
2) No

{If recognised unions with members have reps at workplace ESTEWARD=Yes (1)}
ESTEWNUM
Approximately how many representatives or stewards are there?
INCLUDE SENIOR STEWARDS AND REPRESENTATIVES IN THIS TOTAL

Range:1..97

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

{If recognised unions with members have no reps on site, but workplace is part of a larger organisation in the UK: (ESTEWARDS=No (2) and ASINGLE=Multi (1))}
ESTEWEXT
Does (the) **[EUNIONREC]** have any representatives or stewards from another workplace in this organisation who represent members here?

1) Yes
2) No

{If recognised unions with members have reps at workplace: ESTEWARD=Yes (1)}
ESTEWTIM
Are there any representatives or stewards of recognised unions who in practice spend all, or nearly all, of their working time on union affairs concerning this workplace?

1) Yes
2) No

{If non-recognised unions with members at the workplace (ETOTREC >0 and ETOTREC<ZUNIONUM) or (ETOTREC =0 AND ZUNIONUM>0)}
[Text Fill: If unions with members at the workplace that are recognised and other are not (ETOTREC >0 and ETOTREC<ZUNIONUM) /
If none of the unions with members at the workplace are recognised (ETOTREC =0 AND ZUNIONUM>0)]
EOTHUREP
[Apart from recognised unions, do the members of other unions here have any representatives or stewards at this workplace - apart from any concerned exclusively with Health and Safety?' /
Do union members have any representatives or stewards here - apart from any concerned exclusively with Health and Safety?]

1) Yes
2) No

SOFT CHECK if there is a union at the workplace and no union representatives are reported (ZUNIONUM>0 AND (ESTEWARD <> YES and ESTEWEXT <> YES and EOTHUREP <> YES)):
"There are union members at this workplace, but no union representatives have been reported. Please check responses to ESTEWARD, ESTEWEXT, and EOTHUREP in this section."

{If non-recognised unions with members at the workplace have reps at the workplace: EOTHUREP=Yes (1)}
ENUMOTHU
Approximately how many of these representatives are there?

Range: 1..97

{If any reps of recognised or non-recognised unions on site: ESTEWARD=Yes (1) or EOTHUREP= Yes (1)}
EULRNUM
Among all of the union representatives at this workplace, are there any who have specific responsibility for promoting training or learning among employees at this workplace? These are sometimes known as Union Learning Reps.
How many are there?

Range: 0..97

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

EUJCC

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

1) Yes
2) No

{If any on-site union reps sit on JCC: EUJCC=Yes (1)}

EUJCCNUM

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

Range: 1..97

[Text Fill: If any union reps: (ESTEWARD=Yes (1) or EOTHUREP=Yes (1)) /
If no union reps: (ESTEWARD=No (2) and EOTHUREP=No (2))]

EOTHREPS

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

1) Yes
2) No

SOFT CHECK if (DISSUES = RANGE (2) OR BOTH (3)) AND EOTHREPS=NO: "INTERVIEWER: Query whether the respondent is sure. Earlier they mentioned that they had a consultative committee. Query whether there are any employee representatives on that committee who are not union representatives at this workplace. If there are any non-union representatives on the committee please change EOTHREPS to 'Yes'".

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

ENUMREPS

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

Range: 1..97

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

EELECT

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

1) Yes
2) No

{If no elections: EELECT=No (2)}
ESELECT^
Who selects these employee representatives?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) emps   Employees
2) manage   Managers
3) none   No selection - e.g. volunteers
4) other   Other answer (please specify **ESELOTH**)

{If non-union representatives and a JCC that discusses a range of issues: (EOTHREPS=Yes (1) and (DISSUES=Range (1) or Both (3)))}
ESITON
Do any of these non-union employee representatives sit on the **[NAME OF COMMITTEE GIVEN AT D1COMM]**?

1) Yes
2) No

{If any non-union reps sit on JCC: ESITON=Yes (1)}
ESITNUM
How many of the non-union representatives at this workplace sit on the **[NAME OF COMMITTEE GIVEN AT D1COMM]**?

Range: 1..97

SOFT CHECK if ESITNUM>ENUMREPS: "Are you sure? The number recorded here is greater than the total number of non-union representatives recorded earlier."

{If any reps: ESTEWARD = YES (1) OR EOTHUREP=YES (1) OR EOTHREPS = YES (1)}
[Text Fill: If union and non-union representatives at the workplace: ((ESTEWARD=Yes (1) or EOTHUREP=Yes (1)) and EOTHREPS=Yes (1)) /
If only union reps at the workplace: ((ESTEWARD=Yes (1) or EOTHUREP=Yes (1)) and EOTHREPS= No (2)) /
If only non-union reps at the workplace: ((ESTEWARD=No (2) and EOTHUREP=No (2)) and EOTHREPS= Yes (1))]
ERATING
SHOW CARD E1
I would now like to obtain **your** views, as a manager at this workplace, on the [union and non-union / union / non-union] representatives here. Please use the categories on this card.

{If any union representative at the workplace: ESTEWARD=Yes(1) or EOTHUREP= Yes(1)}
ETRUSA3*
SHOW CARD E1
Looking at this card would you agree or disagree that...

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

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

{If any non-union reps: EOTHREPS=Yes (1)}
ETRUSB3*
SHOW CARD E1
 (Looking at this card, would you agree or disagree that...)

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

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

{If any unions: ZUNIONUM>0 or EOTHNU<>0}
[Text Fill: If some non-union reps: EOTHREPS=Yes (1)) / If no non-union reps: EOTHREPS= No (2)]
EIssInt1*
SHOW CARD E2
[Thinking first of the unions that represent employees at this workplace, for / For] each of these issues I'd like to know whether management normally negotiates, consults, informs, or does not involve unions at all over these matters.
INTERVIEWER: If any of these issues are dealt with at a higher level in the organisation or through an employers' association, please record what happens at that level.

{If any unions: ZUNIONUM>0 or EOTHNUM>0}
EPAYA*
SHOW CARD E2
Does management normally negotiate, consult, inform or not inform unions about…

Rates of pay

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}

EHOURSA*

SHOW CARD E2

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

Hours of work

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}

EHOLA*

SHOW CARD E2

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

Holiday entitlements

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}

EPENA*

SHOW CARD E2

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

Pension entitlements

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}

ETRAINA*

SHOW CARD E2

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

Training of employees

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}
EGRVDISA*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform unions about…)

Grievance and disciplinary procedures

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

{If any unions: ZUNIONUM>0 or EOTHNUM>0}
EHEALTHA*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform unions about…)

Health and safety

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

{If non-union representatives: EOTHREPS=Yes (1)}
[Text Fill: If any non-union reps and some union reps (EOTHREPS=Yes (1) and
(ESTEWARD=Yes (1) or EOTHUREP=Yes (1))) /
If non-union reps and no union reps (EOTHREPS=Yes (1) and ESTEWARD=No (2) and
EOTHUREP=No (2))]
EIssInt2*
[And now thinking of **non-union** employee representatives, again for / For] each of these
issues I'd like to know whether management normally negotiates, consults, informs, or does
not involve **non-union** employee representatives at all over these matters.

{If non-union representatives: EOTHREPS=Yes (1)}
EPAYB*
SHOW CARD E2
Does management normally negotiate, consult, inform or not inform non-union employee
representatives about…

Rates of pay

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

{If non-union representatives: EOTHREPS= Yes (1)}
EHOURSB*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Hours of work

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

{If non-union representatives: EOTHREPS= Yes (1)}
EHOLB*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Holiday entitlements

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

{If non-union representatives: EOTHREPS= Yes (1)}
EPENB*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Pension entitlements

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

{If non-union representatives: EOTHREPS= Yes (1)}
ETRAINB*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Training of employees

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

{If non-union representatives: EOTHREPS= Yes (1)}
EGRVDISB*
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Grievance and disciplinary procedures

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

{If non-union representatives: EOTHREPS=Yes (1)}
EHEALTHB *
SHOW CARD E2
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Health and safety

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

FSAMPAY
I would now like to ask you about payment systems and pay determination at this workplace.
Do **all** full-time [**LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP**] receive the same amount of pay?

1)   Yes
2)   No

FPERF*^
SHOW CARD F1
Do any of the employees in this workplace get paid by results or receive merit pay?
INTERVIEWER: On this card is an explanation of what we mean by payment by results and merit pay.
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

Card reads:
  1. **Payment by results**
      'Payment by results' includes any method of payment where the pay is determined by the <u>amount done or its value</u>, rather than just the number of hours worked. It includes commission, and bonuses that are determined by individual, workplace or organisation productivity or performance. It does not include profit-related pay schemes.

  2. **Merit pay**
      'Merit pay' is related to a <u>subjective assessment</u> of individual performance by a supervisor or manager.

{If payment by results or merit pay: FPERF = pbr (1) OR merit (2)}
[Text Fill: If payment by results or merit pay: FPERF= pbr (1) OR merit (2) /
If both payment by results and merit pay: FPERF=pbr (1) AND merit (2)]
FPERMNM^
Which groups of employees are paid [in this way / in either of these ways]?
INTERVIEWER: READ OUT
CODE ALL THAT APPLY.

1)   MANAGER   Managers and senior officials
2)   NONMAN   Employees in non-managerial occupations

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

{If performance-related pay and any non-managerial occupations eligible: PERWHO= NonMan (2)}

[Text Fill: If payment by results or merit pay, but not both: FPERF= pbr (1) OR merit (2) /
If payment by results and merit pay: FPERF=pbr (1) AND merit (2)]

FPERNON*

SHOW CARD F2

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

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

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

{If giving exact number: FPERNON=Number (97)}

[Text Fill: If payment by results or merit pay, but not both: FPERF= pbr (1) OR merit (2) /
If payment by results and merit pay: FPERF=pbr (1) AND merit (2)]

FPERNONT

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

ENTER NUMBER

Range: 1..999997

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

[If FPERF = pbr (1)}

[Text Fill: If payment by results and merit pay: FPERF=pbr (1) and merit (2) /
If payment by results only: FPERF=pbr (1)]

FMEASURE*^

SHOW CARD F3

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

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

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

FPROF

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

1) Yes
2) No

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

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

1) Workpla   Workplace
2) Division   Division/Subsidiary company
3) Wholeorg   Organisation as a whole
4) Other   Some other answer (please specify **FLEVELO**)

{If profit-related pay: FPROF=Yes (1)}
FPRPMNM^

Which groups of employees are participating in the profit-related pay scheme?
INTERVIEWER: READ OUT
CODE ALL THAT APPLY.

1) Manager   Managers and senior officials
2) Nonman   Employees in non-managerial occupations

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

{If profit-related pay and non-managerial occupations participating: FPRPOCC=NonMan (2)}
FNONMAN*

SHOW CARD F4
What proportion of non-managerial employees at this workplace have received profit-related pay in the past 12 months?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question

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

{If giving exact number: FNONMAN = Number (97)}
FNONMANT
(How many non-managerial employees at this workplace have received profit-related pay in the past 12 months?)
ENTER NUMBER

Range:1..999997

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

{If trading sector: ASTATUS= PubC (1) – Gov (8)}
FSHARE*^
SHOW CARD F5
Does this company operate any of the employee share schemes listed on this card for any of the employees at this workplace?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

Card reads:
1. **Share Incentive Plan (SIP)** – a tax and NIC advantaged plan where employees can purchase shares and companies can give employees free shares or matching shares.

2. **Save As You Earn (SAYE or Sharesave) share options scheme** – tax advantaged scheme where employees save to purchase their employer's shares.

3. **Enterprise Management Incentives (EMI)** – where smaller companies can grant up to a total of £3 million of tax and NIC advantaged share options to their employees.

4. **Company Share Option Plan (CSOP)** – where companies can grant each of their employees up to £30,000 of tax and NIC advantaged share options.

5. **Other employee share scheme**

{If employee share-ownership scheme: FSHARE=sip (1) –other (5)}
FSOSMNM^
Which groups of employees are eligible for the employee share ownership scheme(s)?
INTERVIEWER: READ OUT
CODE ALL THAT APPLY.

1) MANAGER   Managers and senior officials
2) NONMAN   Employees in non-managerial occupations

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

{If employee share-ownership scheme and any non-managerial occupations eligible:
FOCCGR= NonMan (2)}
FSHARWHO*
SHOW CARD F6
What proportion of **non-managerial** employees at this workplace are **eligible** for the employee share ownership scheme(s)?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question

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

{If giving exact number: FSHARWHO=Number (97)}
FSHARWHT
(How many **non-managerial** employees at this workplace are **eligible** for the employee share ownership scheme(s)?)
ENTER NUMBER

Range: 1..999997

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

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

1) Yes
2) No

{If job evaluation scheme: JOBEVAL=Yes (1)}
FJOBCRIT*
SHOW CARD F7
Thinking of the scheme that covers the largest number of employees at this workplace, is that based on a points-rating system or is it based on some other method?

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

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

Card reads:

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

{If any job evaluation scheme: FJOBEVAL= Yes (1)}
FJOBPROP*
SHOW CARD F8
What proportion of the employees at this workplace are currently filling jobs covered by the (largest) scheme?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question.

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

{If giving exact number: FJOBPROP=Number (97)}
FJOBPROT
How many employees at this workplace are currently filling jobs covered by the (largest) scheme?
ENTER NUMBER

Range: 1..999997

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

FREVIEW
How frequently is basic pay for **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]** at this workplace reviewed or negotiated?
INTERVIEWER: If respondent says pay is not set at this workplace (e.g. pay is set at the head office or national level) ask them how frequently pay is reviewed or negotiated at this other site.

1) more   More than once a year
2) annual   Annually
3) less   Less than once a year

Note: The question stem was slightly altered ('at this workplace' no longer comes at the end of the stem) and the interviewer note added to a later version of the CAPI program on 09/05/11.

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

1) increase   Increased
2) decrease   Decreased
3) Noch   No change
9) spontaneous   SPONTANEOUS ONLY- Pay is reviewed on an individual basis

{If change in pay: FUPDOWN = Increase (1) OR Decrease (2)}
[Text Fill: FUPDOWN=increase (1) / FUPDOWN=decrease (2)]
FREVAMT
In percentage terms, what was the amount of the last pay [increase / decrease]?

ENTER: 0.00..100.00

{If no pay increase and union recognition: (FUPDOWN= Decrease (2) or Noch (3)) and (ETOTREC+EADDNUM+EOTHNUM)>0}
FPAYCUT
Was the decision to have no pay rise agreed by recognised unions here?

1) Yes
2) No

{If pay increase: FUPDOWN=Increase (1)}
FAWARDM
Was this increase higher, about the same, or lower than the average increase for...

...managers at this workplace?

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

{If pay increase: FUPDOWN=Increase (1)}
FAWARDNM
(Was this increase higher, about the same, or lower than the average increase for...)

...all other non-managerial employees?

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

FSET*^
SHOW CARD F9
Looking at this card, which of the factors listed influenced the size of the pay settlement or review for **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]**?
INTERVIEWER: IF RESPONDENT SAYS PAY IS SET AT THE NATIONAL LEVEL, ASK WHICH FACTORS INFLUENCED THE NATIONAL LEVEL DECISION.
CODE ALL THAT APPLY.

1) costliv   Changes in the cost of living
2) recret   Your ability to recruit or retain employees
3) finperf   The financial performance of the organisation or workplace
4) product   Productivity levels within the organisation or workplace
5) indact   Industrial action threatened or taken
6) NMW   National Minimum Wage (NMW)
7) other   Other factors (specify - **FSETTLEOTH**)
8) *none*   *None of these*

{If pay review had taken place and workplace part of a larger organisation: (FUPDOWN= Increase (1), Decrease (2) or NoCh (3)) and (ASINGLE=Multi (1) or SoleUK (3))}
FWHEREX
Was the decision over the size of the settlement for **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]** made at this workplace, at a higher level in the organisation or elsewhere?

1) workpla   Workplace
2) higher   Higher level in this organisation (e.g. head office)
3) Nat   National / Industry-level / multi-employer
4) PRB   Independent Pay review Body
5) elsewher   Elsewhere (please specify **FWHEROTH**)

{If workplace part of a larger organisation and pay review decision made at workplace: FWHEREX=Workplace (1)}
FCONSULX
Before arriving at a decision, was management at a higher level in the organisation consulted about the size of the settlement?

1) Yes
2) No

{If pay review had taken place and single independent workplace: FUPDOWN=Increase (1), Decrease (2), or NoCh (3) and ASINGLE= Single (2)}
FWHERE2X
Was the decision over the size of the settlement for **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]** made at this workplace or elsewhere? :

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

{(If trade unions or presence of non-union representatives: (ETOTREC+EADDNUM+EOTHNUM)>0 OR EOTHREPS=Yes (1)}
FCONS
Did management negotiate, consult, inform or not inform employee representatives about this pay settlement or award for **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]**?
INTERVIEWER: INCLUDE FULL TIME OFFICIALS
INTERVIEWER: If respondent says management does not review pay at this workplace, ask them what happens at the other site.

1) Consult   Consult
2) Negotiat   Negotiate
3) Inform
4) NotIn   Not inform

Note: The second interviewer note was added to a later version of the CAPI program on 09/05/11.

FSOCINTRO

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

{If any managers or senior officials: ZMNG_TOT>0}
FSOC1*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Managers and senior officials?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC1OTH**)

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

{If any professional employees: ZPRO_TOT>0}
FSOC2*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Professional employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement)
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC2OTH**)

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

{If any associate professional and technical employees: ZTEC_TOT>0}
FSOC3*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Associate professional and technical employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement)
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC3OTH**)

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

{If any administrative and secretarial employees: ZADM_TOT>0}
FSOC4*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Administrative and secretarial employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement)
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC4OTH**)

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

{If any skilled trade employees: ZSKL_TOT>0}
FSOC5*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Skilled trade employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement)
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC5OTH**)

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

{If any caring, leisure and other personal service employees: ZPER_TOT>0}
FSOC6*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Caring, leisure and other personal service employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1)	NATIONAL	Collective bargaining for more than one employer (e.g. industry-wide agreement)
2)	ORGANIS	Collective bargaining at an organisation level
3)	WORKPLA	Collective bargaining at this workplace
4)	MANAWORK	Set by management at a higher level in this organisation
5)	MANAHIGH	Set by management at this workplace
6)	INDIVID	Negotiation with individual employees
7)	PAYREV	Independent Pay Review Body
8)	OTHER	Some other way (please specify **FSOC6OTH**)

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

{If any sales and customer service employees: ZSAL_TOT>0}
FSOC7*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Sales and customer service employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1) NATIONAL   Collective bargaining for more than one employer (e.g. industry-wide agreement)
2) ORGANIS   Collective bargaining at an organisation level
3) WORKPLA   Collective bargaining at this workplace
4) MANAWORK   Set by management at a higher level in this organisation
5) MANAHIGH   Set by management at this workplace
6) INDIVID   Negotiation with individual employees
7) PAYREV   Independent Pay Review Body
8) OTHER   Some other way (please specify **FSOC7OTH**)

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

{If any process, plant and machine operatives and drivers: ZOPE_TOT>0}
FSOC8*
SHOW CARD F10
Which of the following statements most closely characterises the way that pay is set for
Process, plant and machine operatives and drivers?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set
employees' pay at the NMW (e.g. managers at this workplace) and code accordingly.

1) NATIONAL   Collective bargaining for more than one employer (e.g. industry-wide agreement)
2) ORGANIS   Collective bargaining at an organisation level
3) WORKPLA   Collective bargaining at this workplace
4) MANAWORK   Set by management at a higher level in this organisation
5) MANAHIGH   Set by management at this workplace
6) INDIVID   Negotiation with individual employees
7) PAYREV   Independent Pay Review Body
8) OTHER   Some other way (please specify **FSOC8OTH**)

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

{If any routine employees: ZROU_TOT>0}

FSOC9*

SHOW CARD F10

Which of the following statements most closely characterises the way that pay is set for
employees in routine occupations?

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

1) NATIONAL   Collective bargaining for more than one employer (e.g. industry-wide
                   agreement)
2) ORGANIS   Collective bargaining at an organisation level
3) WORKPLA   Collective bargaining at this workplace
4) MANAWORK   Set by management at a higher level in this organisation
5) MANAHIGH   Set by management at this workplace
6) INDIVID   Negotiation with individual employees
7) PAYREV   Independent Pay Review Body
8) OTHER   Some other way (please specify **FSOC9OTH**)

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

FCOVER*

SHOW CARD F11

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

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

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

{If giving exact number: FCOVER=Number (97)}

FCOVERT

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

ENTER NUMBER

Range: 1..999997

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

FRISE*^
SHOW CARD F12
Thinking now of individuals in the **[LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]** group, how can they bring about an increase in their pay if they **remain in the same job**?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) YRSSVC   Years of service
2) QUAL   Acquiring an academic or vocational qualification
3) SKILLS   Acquiring job-related skills
4) ADTASK   Taking on additional tasks
5) SUPVIS   Taking on supervisory responsibilities
6) BEYOND   Performing well
7) HOURS   Increase their basic contractual hours
8) OVERTIME   Work more overtime
9) SHIFTPRE   Work shifts or unsociable hours
10) ATTEND   Good attendance
11) Other   Some other factor (please specify – **FFACTOTH**)
12) None   There are no opportunities to increase pay in the same job

FINTRO2
I would now like to discuss a number of aspects of employment contracts as they operate in your workplace. By employment contracts I mean everything to do with the terms and conditions of employment.

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

1) Yes
2) no

FOTHTITL*^
SHOW CARD F13
Looking at this card, are **[TITLE OF LARGEST OCCUPATIONAL GROUP]** entitled to any of these non-pay terms and conditions?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) PENSION   Employer contributions to a pension scheme
2) CAR   Company vehicle or vehicle allowance
3) HEALTH   Private health insurance
4) LEAVE   **More than** 28 days of paid annual leave (including public holidays)
5) SICK   Sick pay in excess of statutory requirements
6) NONE   None of these

FENTITLE*^
SHOW CARD F13
And, what about managers at this workplace, are they entitled to any of these non-pay terms and conditions?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) PENSION   Employer contributions to a pension scheme
2) CAR   Company vehicle or vehicle allowance
3) HEALTH   Private health insurance
4) LEAVE   **More than** 28 days of paid annual leave (including public holidays)
5) SICK   Sick pay in excess of statutory requirements
6) *NONE*   *None of these*

FAPPINT
I would now like to ask you about performance appraisals.

FSOCINX^
In which of the following groups are there employees who have their performance formally appraised?
INTERVIEWER: READ OUT
CODE ALL THAT APPLY.

1) MANAGER   Managers and senior officials
2) NONMAN   Employees in non managerial occupations
3) NONE   None of these

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

{If any non-managerial employees with performance appraisal: FSOCINX=NonMan (2)}
FMEASPR*
SHOW CARD F14
What proportion of **non-managerial** employees at this workplace have their performance formally appraised?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number of the next question

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

{If giving exact number: FMEASPR=Number (97)}
FMEASPRT
How many **non-managerial** employees here have their performance formally appraised?
ENTER NUMBER

Range:1..999997

{If any non-managerial employees with performance appraisal: FSOCINX=NonMan (2)}
FAPPTRN
Does the performance appraisal result in an evaluation of employees' training needs?

1) Yes
2) No

{If any non-managerial employees with performance appraisal: FSOCINX=NonMan (2)}
FAPPPAY
Is individual employees' pay linked to the outcome of the performance appraisal?

1) Yes
2) No

GPROCIS*^
SHOW CARD G1
I would now like to ask you some questions about **collective or group disputes** which might arise at this workplace.

Are there any formal procedures for dealing with **collective** disputes, as shown on this card, that might be raised by any **group** of non-managerial employees?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

0) None   *Do not have collective dispute procedures*
1) Pay   Pay and conditions
2) Redund   Redundancy
3) Org   Organisation of work
4) Health   Health and Safety
5) Other   Some other issue (please specify **GISSUOTH**)

{If collective disputes procedure covers pay and conditions: GPROCEDU=Pay (1)}
GREFERAL
In collective disputes over pay, if there is a failure to agree at the workplace, is there a provision for the issue to be referred to a body or person outside the workplace?

1) Yes
2) No

{If referral provision: GREFERAL=Yes (1)}
GPROHIBIT
Does the disputes procedure prohibit industrial action **before** the issue is referred outside the workplace?

1) Yes
2) No

{If referral provision: GREFERAL=Yes (1)}
GBODY*^
SHOW CARD G2
To which outside body are issues raised under the disputes procedure referred?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) AcasC   Acas Conciliation
2) AcasA   Acas Arbitration
3) Indep   Independent arbitrator
4) Mediate   Independent mediator
5) Manage   Management at a higher level in the organisation
6) Union   Union officials/National officer of union
7) Employ   Employers' Association
8) Other   Other (please specify **GBODYOTH**)

GDISPUTE
In the last 12 months, has there been a collective dispute with any group of workers over pay or conditions?

1) Yes
2) No

{If pay disputes procedure and dispute in last 12 months: (GPROCIS=Pay (1) and GDISPUTE=Yes (1))}
GUSED
On the last occasion, was the disputes procedure used to resolve the dispute?

1) Yes
2) No

GACT*^
SHOW CARD G3
Which, if **any,** of the forms of industrial action on this card have taken place at this workplace during the last 12 months?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) StrikeId   Strikes of less than a day
2) Strikes1m   Strikes of a day or more
3) Ban   Overtime ban or restriction by employees
4) ToRule   Work to rule
5) Other   Other industrial action (for example, go slow, sit in)
6) *None*   *None of these*

{If any strikes of less than one day: GACT=StrikeId (1)}
GACTYR01
On how many occasions in the last 12 months have strikes of less than one day taken place?

Range: 1..97

{If any strikes of a day but less than a week: GACT=Strikes1m (2)}
GACTYR23
On how many occasions in the last 12 months have strikes of more than a day taken place?

Range: 1..97

{If any overtime ban or restriction: GACT=Ban (3)}
GACTYR04
On how many occasions in the last 12 months has an overtime ban or restriction by employees taken place?

Range: 1..97

{If any work to rule: GACT=ToRule (4)}
GACTYR05
On how many occasions in the last 12 months has a work to rule taken place?

Range: 1..97

{If any other industrial action: GACT=Other (5}
GACTYROTH
On how many occasions in the last 12 months has any other industrial action taken place (for example, go slow, sit in)?

Range: 1..97

GTHREAT*^
SHOW CARD G4
In the last 12 months, have any employees here **threatened** to take any of the forms of industrial action listed on this card?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) Strike,
2) Overtime   Overtime ban or restriction by employees
3) Rule   Work to rule
4) Other   Other industrial action (for example, go slow, sit in)
5) *None*   *None of these*

GBALLOT
In the last 12 months, have any unions here balloted their members to establish the level of support for industrial action?

1) Yes
2) No

{If ballot: GBALLOT=Yes (1)}
GVOTED
In the last ballot that was held, approximately what percentage of eligible employees voted?

Range: 1..100

{If ballot: GBALLOT=Yes (1)}
GFAVOURX
And did this ballot result in a majority in favour of industrial action?

1) Yes
2) No

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

1) Yes
2) No

HPROCEDU

And now I want to ask you about dealing with **individual** grievances and disciplinary matters at this workplace.

Is there a formal procedure for dealing with individual grievances raised by any employee at this workplace?

1) Yes
2) No

{If no grievance procedure: HPROCEDU=No (2)}
HRESOLX*^

SHOW CARD H1

If an employee has a grievance at work, how do they resolve it?
PROBE: Any others? UNTIL 'None'.
CODE ALL THAT APPLY.
INTERVIEWER: A trade union representative should not be coded as impartial third party.

0) None   No grievances raised
1) Discuss   Through discussions with managers
2) Hrman   Through discussion with specialist human resources/personnel managers
3) Resp   Through discussion with the parties concerned
4) Union   Discussions between union/employee representatives and managers
5) Mediate   Through mediation by an impartial third party
6) Elsew   Passed up/referred up the management chain (e.g. to Head Office)
7) Other   Some other way (please specify **HRESOTH**)

HGRVWRTE

In raising grievances, are employees required to set out in writing the nature of the grievance?
INTERVIEWER: If 'YES', PROMPT: 'Is that always or just some of the time?'

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

HGRVMTG

Are employees asked to attend a formal meeting with a manager to discuss the nature of their grievance?
INTERVIEWER: If 'YES', PROMPT: Is that always or just some of the time?

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

{If employees are invited to a meeting or hearing: HGRVMTG= allway (1) or some (2)}
HACCOMP*^
SHOW CARD H2
Which of the following are allowed to accompany an employee at a grievance meeting?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

[Text Fill: If grievance procedure: HPROCEDU=Yes (1) / If no grievance procedure: HPROCEDU=No (2)]
HGRVAPL
[Do employees have a right to appeal against a decision made under the procedure? / In raising grievances, are employees able to appeal against the decision?]

1) Yes
2) No

{If grievance procedure: HPROCEDU=Yes (1)}
HGPROMED
Is provision for mediation by an impartial third party included in this procedure?

1) Yes
2) No

{If grievance procedure: HPROCEDU=Yes (1)}
HRAISEDX
In the last 12 months how many employees formally raised any matters through the individual grievances procedure?
INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.
0…. 9997

{If HRAISEDX = Don't know}
HRAISEPC
Approximately what proportion of the total number of employees at this workplace ([ZALLEMPS]) raised a grievance through the procedure?

0..100

HTYPEX*^
SHOW CARD H3
Which types of grievances, if any, have been raised in the past year whether through a procedure or not?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

0) *None*   *No grievances raised*
1) Pay   Pay, terms and conditions
2) Promo   Promotion, job grading and career development
3) H&S   Physical working conditions, health and safety
4) Worktime   Working time
5) Discrim   Discrimination
6) Unfair   Unfair treatment, relations with line managers or supervisors (i.e. unfair treatment, victimisation)
7) Harass   Bullying at work and harassment (including from colleagues, managers, sex, race)
8) Redun   Selection for redundancy
9) Other   Some other grievance (please specify **HTYPEOTH**)

HOTHPRO
Is there a formal procedure for dealing with discipline and dismissals - other than redundancies?

1) Yes
2) No

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

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

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

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

{If employees are invited to a disciplinary meeting or hearing: HOTHMTG= allway (1) or some (2)}

HOTHACCM*^
SHOW CARD H2
In any disciplinary meeting or hearing, who is allowed to accompany an employee?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

[Text Fill: If disciplinary procedure: HOTHPRO=Yes (1) / If no disciplinary procedure: HOTHPRO=No (2)]

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

1) Yes
2) No

{If disciplinary procedure: HOTHPRO =Yes (1)}

HDPROMED
Is provision for mediation by an impartial third party included in this procedure?

1) Yes
2) No

HSANCT*^
SHOW CARD H4
Now looking at show card H4. During the last 12 months, have any of the disciplinary sanctions on this card been applied to employees?
CODE ALL THAT APPLY.

1) horwarn   Formal verbal warning
2) hwarning   Formal written warning
3) hsuspend   Suspension with or without pay
4) hdeduct   Deduction from pay
5) hdismiss   Dismissal
6) htransf   Internal transfer
7) Other
8) None

{If any disciplinary sanctions applied in last 12 months: HSANCT < None (8)}
HSUSNUM
In the last 12 months, altogether how many employees have had any of these sanctions applied to them?

Range: 1..9997

Note: In version 1 of CAPI program, the routing was HSANCT<>horwarn (1) and <>None (8). This error was identified and corrected in the early stages of fieldwork on 17/02/11.

HARD CHECK if HSUSNUM>ZALLEMPS: "THE NUMBER GIVEN FOR THIS GROUP EXCEEDS THE TOTAL NUMBER OF EMPLOYEES."

{If any sanctions: HSANCT <None (8)}
HSUSTYX*^
SHOW CARD H5
What were the reasons for taking disciplinary action?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) time   Poor timekeeping or unauthorised absence
2) perf   Poor performance
3) disob   Disobedience
4) Misuse   Personal use of premises or equipment, theft or dishonesty
5) safet   Health and safety breaches
6) violen   Abusive or violent behaviour, bullying or harassment
7) alcpro   Alcohol or drug use
8) other   Other (please specify **HSUSOTH**)

HMEDIATE
In the last 12 months, have you used mediation by an impartial third party to resolve an individual grievance or disciplinary matter?
PROBE IF YES: Was the mediation conducted by an external or internal third party?

1) nomed   No, have not used mediation
2) YesIntMed   Yes, mediation with an internal third party
3) YesExtM   Yes, mediation with an external third party
4) YesBothM   Yes, mediation with an external third party and an internal third party

HCOMPLAI
During the last 12 months has an employee or ex-employee of this workplace made an application to an Employment Tribunal?

1) Yes
2) No

{If tribunal application in last year: HCOMPLAI=Yes (1)}
HCOMNUM
How many applications have been made in the last 12 months?

Range: 1..9997

IABLE
I would now like to ask you some questions about Equal Opportunities and diversity policies and practices at your workplace.

[Text Fill: if part of a larger organisation: ASINGLE=Multi (1) or SoleUK (3)]
IPOLICY
Does this workplace[, or the organisation of which it is a part,] have a formal written policy on equal opportunities or managing diversity?

1) Yes
2) No

{If equal opportunities policy: IPOLICY=Yes (1)}
IGROUNDS*^
SHOW CARD I1
Does the policy explicitly mention equality of treatment or discrimination on any of the grounds listed on this card?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) Sex   Sex/Gender
2) ethnic,   Ethnic group
3) Religion   Religion or belief
4) Marital   Marital status
5) Disabili   Disability
6) Age
7) Orient   Sexual orientation
8) Union   Trade Union membership
9) Other   Other type of discrimination
10) None   *Our policy does not specify particular groups*

IPRINTRO
I am now going to ask about a number of different practices. Can you tell me whether any of them are done, or apply at this workplace?

IPRACT1*^
SHOW CARD I2
Firstly, do you monitor recruitment and selection by any of the characteristics on this card?
If YES: Which ones?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) gen   Gender
2) ethnic   Ethnic background
3) disab   Disability
4) age   Age
5) sexori   Sexual orientation
6) relbel   Religion or belief
7) none   *None of these*

IPRACT2*^
SHOW CARD I2
Do you review recruitment and selection procedures to identify indirect discrimination by any of these characteristics?
If YES: Which ones?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) gen   Gender
2) ethnic   Ethnic background
3) disab   Disability
4) age   Age
5) sexori   Sexual orientation
6) relbel   Religion or belief
7) none   *None of these*

IPRACT3*^
SHOW CARD I2
Do you monitor promotions by any of these characteristics?
If YES: Which ones?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) gen   Gender
2) ethnic   Ethnic background
3) disab   Disability
4) age   Age
5) sexori   Sexual orientation
6) relbel   Religion or belief
7) none   *None of these*

IPRACT4*^
SHOW CARD I2
Do you review promotion procedures to identify indirect discrimination by any of these characteristics?
If YES: Which ones?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) gen   Gender
2) ethnic   Ethnic background
3) disab   Disability
4) age   Age
5) sexori   Sexual orientation
6) relbel   Religion or belief
7) none   *None of these*

IPRACT5*^
SHOW CARD I2
Do you review relative pay rates by any of these characteristics?
If YES: Which ones?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) gen   Gender
2) eth   Ethnic background
3) disab   Disability
4) age   Age
5) sexori   Sexual orientation
6) relbel   Religion or belief
7) *none*   *None of these*

IASSESS
Have you made a formal assessment of the extent to which this workplace is accessible to employees or job applicants with disabilities?

1) Yes
2) No

IFLEXIN
Now I'd like to ask you about the different types of flexible working, leave and childcare arrangements which some employers provide their employees to help them to balance their work and home lives.

IFLEXX*^
SHOW CARD I3
Looking at this card, do you have any of the following working time arrangements for **any** employees at this workplace?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) home   Working at or from home in normal working hours
2) flexi   Flexi time (where an employee has no set start or finish time but an agreement to work a set number of hours per week or per month)
3) jshare   Job sharing schemes (sharing a full-time job with another employee)
4) fttopt   The ability to reduce working hours (e.g. switching from full-time to part-time employment)
5) compr   Compressed hours (i.e. working standard hours across fewer days)
6) shift   The ability to change set working hours (including changing shift pattern)
7) term   Working only during school term times
8) *none*   *None of these*

HELP SCREEN
'Working at or from home' is where an employee works some of their contracted hours from home.
'Flexi-time' is when an employee has the freedom to choose when they start and finish their working day, within agreed limits e.g. to be on site between 10am and noon, or 2-4pm.
'Job sharing' is where a full time job is divided between two or more people and they mainly work at different times.
'Compressed hours' means working contracted hours over a reduced number of days (e.g. a 9-day fortnight).

{If reduced working hours: IFLEXX=fttopt (4)}
IPTELIGX*
SHOW CARD I4
In general, is the option of reducing their working hours only available to employees with the statutory right to request flexible working, other groups of employees or all employees?
INTERVIEWER: A definition of the statutory right is given on the card.

1) Stat   Employees with the statutory right
2) Other   Groups of employees beyond those with the statutory right
3) All   All employees

Card reads:

Those with the statutory right to request flexible working are:
- parents of children 16 years and under or a disabled child aged under 18; or
- a carer of someone living at the same address or a family member.

1) Employees with the statutory right
2) Groups of employees beyond those with the statutory right
3) All employees

{If flexi time: IFLEXX=flexi (2)}
IFLXELIX*
SHOW CARD I4
In general, is the option to work flexi-time only available to employees with the statutory right to request flexible working, other groups of employees or all employees?
INTERVIEWER: A definition of the statutory right is given on the card.

1) Stat   Employees with the statutory right
2) Other   Groups of employees beyond those with the statutory right
3) All   All employees

Card reads:

Those with the statutory right to request flexible working are:
- parents of children 16 years and under or a disabled child aged under 18; or
- a carer of someone living at the same address or a family member.

1) Employees with the statutory right
2) Groups of employees beyond those with the statutory right
3) All employees

{If working from home: IFLEXX=Home (1)}
IALLHOM*
SHOW CARD I5
What proportion of employees at this workplace, if any, spend **all** or **most** of their working hours working from home?

1)	Half	Half or more (50%+)
2)	Morequart	A quarter up to a half (25-49%)
3)	Lessquart	Up to a quarter (10-24%)
4)	Small	A small proportion (5-9%)
5)	Hardly	Hardly any (less then 5%)
6)	None	None

IFLEXCO*^
SHOW CARD I6
Looking at this list of practices, what are the constraints in providing flexible working arrangements for employees at this workplace**?**
PROBE: Any other reasons?
DO NOT READ OUT. CODE ALL THAT APPLY.

1)	None	There are no constraints
2)	Nosize	Not feasible because of the size of the workplace
3)	Notcomp	Incompatible with nature of work/operating hours
4)	Pressure	Puts pressure on other employees and managers
5)	Cost	Cost
6)	Nodemand	No demand from employees
7)	Other	Some other reason(please specify **ILESFLXOTH**)

ILVEINTR
Now I'd like you to think about leave arrangements which support employees with children and other dependants at this workplace.

{If any female employees: ZTOTWOM>0}
IMATPAY
SHOW CARD I7
Would female employees going on maternity leave from this workplace receive statutory maternity pay or would they be paid more than this?
INTERVIEWER: A description of statutory maternity pay is given on the card.
If additional to statutory maternity pay (SMP) for only part of the period, code 'additional pay'.

1)	SMP	Statutory maternity pay
2)	AMP	Additional pay

Card Reads:

Statuatory Maternity Pay (SMP)

For the first 6 weeks SMP is 90 per cent of average gross weekly earnings with no upper limit and for the remaining 33 weeks SMP is the lower of either the standard rate of £124.88, or 90 per cent of average gross weekly earnings.

{If additional maternity pay: IMATPAY=AMP (2)}
IMATFULX
Is this additional pay at the employee's full rate of normal pay, at a reduced rate of pay or a combination of both throughout the period?

1) FULL   full rate of pay
2) REDUCED   reduced rate of pay
3) COMBO   combination of full and reduced normal pay

{If any male employees: ZTOTMEN>0}
IPATPAY
SHOW CARD 18
Would any fathers taking paternity leave from this workplace receive statutory paternity pay or would they be paid more than this?
INTERVIEWER: A description of statutory paternity pay is given on the card.
If additional pay for only part of the period, code 'additional pay'.

1) statepay   Statutory Paternity Pay
2) addpay   Additional Pay
3) never   Situation has not arisen/have never been asked

Card Reads:

Statutory Paternity Pay is £124.88 for 2 consecutive weeks.

{If additional paternity pay: IPATERN=ADDPAY (2)}
IPATFULX
Is this additional pay at the employee's full rate of normal pay, at a reduced rate of pay or a combination of both throughout the period?

1) full   full rate of pay
2) reduced   reduced rate of pay
3) combo   combination of full and reduced normal pay

IFMOFF*^
SHOW CARD 19
If an employee needed to take time off at short notice to deal with an emergency involving a child or family member, how would they **usually** take this time off?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) MakeUp   Take time off but make it up later
2) Without   As leave without pay
3) Sick   As sick leave
4) Special   As special paid leave
5) Annual   As annual leave
6) Other   Other (please specify **IEROTH**)
7) *Never*   *Never been asked*
8) *notall*   *Not allowed*

IFAMILX*^
SHOW CARD 110
Looking at this card, are any employees here entitled to any of the following?
PROBE: Any others? Until 'None'
CODE ALL THAT APPLY.

1) Nursery	Workplace nursery or nursery linked with workplace
2) Subsid	Financial help with child care (e.g. childcare vouchers, loans, repayable contributions to fees for childcare outside the workplace, subsidised places not located at the workplace)
3) Older	Financial help with the care of older adults
4) Leave	A specific period of leave for carers of older adults (in addition to time off for emergencies)
5) Addpater	A specific period of **paid** parental leave (in addition to maternity or paternity leave, and time off for emergencies)
6) None	*None of these*

[Text Fill: If no joint consultative committees dealing with H&S matters: DJOINT=No (2) or (DJOINT=Yes (1) and DWHICH ≠ Health (10)) / If a joint consultative committee dealing with H&S matters: DJOINT=Yes (1) and DWHICH=Health (10)]
ICOMMTEE
Now I would like to ask you some questions about the health and safety arrangements at your workplace.
Earlier on in the interview, we discussed ways in which you consult with your workforce.
Can I just confirm that there [is a / is no] joint committee of managers and employees at this workplace which deals with health and safety matters?

0) No	No, there is no committee
1) Yes	Yes, a joint committee

{If ICOMMTEE = Yes (1)}
[Text Fill: Appears if there is a joint committee that deals with health and safety, and workplace has JCCs: ICOMMTEE=Yes (1) and D1COMM=RESPONSE]
IJOINT
And [is it the committee you mentioned earlier (**D1COMM**) or] is it a joint committee which deals specifically with health and safety matters?

1) General	General joint committee mentioned earlier
2) Specific	Specific health and safety committee

{If specific committee: IJOINT= Specific (2)}
IELCOM
Are elections usually held among employees to appoint employee representatives to the committee?

1) Yes
2) No

{If no elections: IELCOM=No (2)}
ISELCOM^
Who selects employee representatives for the committee?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) emps   Employees
2) comrep   Existing committee representatives
3) union   Unions or staff associations
4) manage   Managers
5) none   No selection - e.g. volunteers
6) other   Other answer (please specify **ISELCOTH**)

{If no committee: ICOMMTEE=No (0)}
IOTHREP
Are there any employees here who act as representatives of other employees in dealings with management over health and safety matters?

1) Yes
2) No

{If health and safety reps and also union/non-union employee rep: (IOTHREP=Yes (1) and (ESTEWARD=Yes (1) or EOTHUREP=Yes (1) or EOTHREPS=Yes (1)))}
ISAMEREP
So, can I just confirm, are these the same employee representatives we talked about earlier?
PROMPT: Either trade union representatives/stewards or non-union employee representatives

1) Yes   Yes, same employee representatives
2) No   No, not the same

{If health and safety reps, but not same: (IOTHREP=Yes (1) and (ISAMEREP=No (2) or (ESTEWARD=No (2) and EOTHREPS= No (2) and EOTHUREP= No (2)))}
IELREP
Are elections usually held among employees to appoint these health and safety representatives?

1) Yes
2) No

{If no elections: IELREP=No (2)}
ISELREP
Who selects these employee representatives?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) emps   Employees
2) comrep   Existing committee representatives
3) union   Unions or staff associations
4) manage   Managers
5) none   No selection - e.g. volunteers
6) other   Other answer (please specify **ISELROTH**)

{If health and safety committee or health and safety reps: ICOMMTEE=Yes (1) or IOTHREP=Yes (1)}
ITRAIN
Are the employee representatives provided with any training to help them perform their duties as health and safety representatives?

1) Yes
2) No

{If no committee and no reps: ICOMMTEE=No (0) and IOTHREP=No (2)}
ICONSULT^
If a health and safety issue arises at this workplace, what steps, if any, do you take to inform and consult with employees?
PROBE: How else? UNTIL 'None'.
CODE ALL THAT APPLY.

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

IINJURY*^
SHOW CARD 111
Please look at this card. Have any employees at this workplace sustained **any** of these types of injury during working hours in the last 12 months?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

{If any injuries: IINJURY<None (9)}
INUMINJ
During the last 12 months, how many employees in all have sustained any of these types of injury?

Range: 1..9997

IILLNESS*^
SHOW CARD I12
In the last 12 months, have any employees suffered from any of the following illnesses, disabilities or other physical problems that were caused or made worse by their work?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

{If any illnesses: IILLNESS<None (9)}
ILLNUM
How many employees have been absent owing to these problems over the last 12 months?

Range: 1..9997

IWRKRISK*
SHOW CARD I13
Using a scale of 1 to 10 as shown on the card, where 1 means no risk at all, and 10 means a high degree of risk, how would you rate the potential health and safety risks faced by employees in this workplace?

Range: 1..10

INTERVIEWER: If the level of risk varies between different occupational groups, ask the respondent to rate the average across all groups.

1	2	3	4	5	6	7	8	9	10

No Risk At All ⟶ High Degree of Risk

IWRKCONT*
SHOW CARD I14
Using a scale of 1 to 10 as shown on the card, where 1 means no control at all, and 10 means a high degree of control, how would you rate the control that employees have over the health and safety risks that could affect them?

Range: 1..10

INTERVIEWER: If the level of control varies between different occupational groups, ask the respondent to rate the average across all groups.

1	2	3	4	5	6	7	8	9	10

No Control at All ⟶ High Degree of Control

JNONEMP*^
SHOW CARD J1
I now want to ask you about different types of working arrangements.
Are any of the activities or services on this card carried out for this workplace by independent contractors?
INTERVIEWER: If activities/services are done for this workplace by another workplace in the same organisation (e.g. payroll), ask whether the activity is carried out for the organisation by independent contractors.
PROBE Any others? UNTIL 'No'
CODE ALL THAT APPLY.

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

{If using contractors and workplace is 5 or more years old: (JNONEMP<None (12)) AND (AHOWLONG >=5 OR AHOWEST≠LESS5 (1))}
[Text fill: if part of a larger organisation in the UK: ASINGLE=MULTI (1)]
JYR5EMP
Are any of these contractors doing work which five years ago would have been done by employees of this workplace [or organisation]?

1) Yes
2) No

{If work had been done by employees: JYR5EMP=Yes (1)}
[Text fill: if part of a larger organisation in the UK: ASINGLE=MULTI (1)]
JPREEMP
Are any of these contractors former employees of this workplace [or organisation]?

1) Yes
2) No

{If work had been done by employees: JYR5EMP=Yes (1)}
JWHYOUT^
Why was this activity or service contracted-out?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

JCONIN*^
SHOW CARD J1
Within the last five years, are there any activities on this card for which you have stopped
using independent contractors and now use employees at this workplace?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

{If activities brought in-house: JCONIN<None (12)}
[Text fill: if more than one activity brought in house: Count(JCONIN)>1/ if one activity
brought in-house: Count(JCONIN)=1]
JWHYIN^
Why [were these activities or services / was this activity or service] brought in-house?
PROBE: Any other reason? UNTIL 'None'.
CODE ALL THAT APPLY.

1) Cost   Cost savings
2) Improved   Improved service
3) Other   Other (please specify **JWHYINO**)

{If any agency temps: ZAGENCY >0 OR ZANYAGY=YES (1)}
[Text Fill: If one agency temp: ZAGENCY=1 / If more than one agency temp: ZAGENCY>1 / If agency temps but number not known: ZANYAGY=Yes (1)]
JEMPTEM
You said at the beginning of the interview that [there is one / there are **ZAGENCY** / there are some] temporary agency staff working here. [Is this / Are any of these / Are any of these] temporary agency staff carrying out work which used to be done by permanent employees?
INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

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

{If any agency temps: ZAGENCY>0 or ZANYAGY=Yes (1)}
JWHYTEM*^
SHOW CARD J2
Why are you using temporary agency staff? Please choose from this card.
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

{If any employees on fixed term contracts: ZFIXTERM>=1 OR ZANYTEM=YES (1)}
[Text Fill: If one employee on fixed-term contract: ZFIXTERM=1 /
If more than employee on fixed term contracts: ZFIXTERM>1 /
If fixed term contracts but number not known ZANYTEM=Yes (1)]
JEMPFIT
You said at the beginning of the interview that [there is one employee / there are **ZFIXTERM** employees / there are some employees] here on fixed term contracts. [Is this fixed term employee / Are any of these fixed term employees / Are any of these fixed term employees] carrying out work which used to be done by staff on open-ended contracts?
INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

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

{If any employees on fixed term contracts: ZFIXTERM>=1 OR ZANYTEM=YES (1)}

JWHYFIT*^

SHOW CARD J3

Why are you using fixed-term contracts? Please choose from this card.

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

1) Spur   Spur to improved performance
2) Skills   Obtain specialist skills
3) Trial   As a trial for a permanent job
4) Freeze   Freeze on permanent staff numbers
5) Temp   Temporary increase in demand
6) Cover   To cover for maternity leave/long-term absence
7) Other   Some other reason (please specify **JWHYFIOTH**)

JNEMPHM

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

1) Yes
2) No

JWRKFREE

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

1) Yes
2) No

JOBSECX^

Is there a policy of guaranteed job security or no-compulsory redundancies for either of these groups of employees?

INTERVIEWER: READ OUT

CODE ALL THAT APPLY.

1) manager   Managers and senior officials
2) nonman   Non managerial employees
3) None   *None of these*

{If any redundancies ZREDUND>0 OR ZREDDK=YES (1)}
[Text Fill: If any redundancies and number known: ZREDUND=1 / ZREDUND>1 / If redundancies but number not known: ZREDDK=Yes (1)]
JREDREAS*^
SHOW CARD J4
You mentioned at the beginning of the interview that [1 employee / **ZREDUND** employees/ some employees] had been made redundant from this workplace in the last 12 months.
What have been the main reasons for the redundancies?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) LackDem   Lack of demand for products/services
2) Shortage   Shortage of materials
3) Automat   Automation/mechanisation/new equipment
4) Reorgan   Reorganised working methods
5) Efficien   Improved competitiveness/efficiency/cost reduction
6) merger   Merger with another establishment or organisation
7) Disputes   Industrial disputes
8) Budget   Reductions in budget/cash limits
9) Other   Some other reason (please specify **JREDREOTH**)

{If no redundancies: ZREDUND=0 or ZREDDK≠Yes (1)}
JWITHDRW
From what you have told me, you do not appear to have made any redundancies in the past 12 months. Have any redundancy proposals been withdrawn in the past 12 months?

1) Yes
2) No

{If any redundancies: ZREDUND>0 or ZREDDK=Yes (1)}
JREDCON1
Did you consult with employees or their representatives prior to making anyone redundant?
INTERVIEWER: Redundancy includes early retirement.

1) Yes
2) No

{If redundancies withdrawn: JWITHDRW=Yes (1)}
JREDCON2
Did you consult with employees or their representatives prior to withdrawing the redundancy proposals?
INTERVIEWER: Redundancy includes early retirement.

1) Yes
2) No

{If consultation over redundancies: JREDCON1=Yes (1) or JREDCON2=Yes (1)}
JWHOCONS*^
SHOW CARD J5
Who did you consult with?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) Union   Trade union representative/shop steward
2) JCC   Joint Consultative Committee /Works Council/ other consultative
                committee representatives
3) EmpRep   Other employee representatives
4) Directly   Directly with employees likely to be affected

{If consultation took place through a consultative committee: JWHOCONS=JCC (2)}
JNEWCOM
Did consultation take place through an existing consultative committee,
or was a committee specifically set up to deal with this situation? :

1) exist   Pre-existing committee
2) newc   New committee set up

{If consultation took place through union, JCC or employee reps: JWHOCONS=Union (1),
JCC (2) or Emprep (3)}
JISSCONS*^
SHOW CARD J6
What issues did the consultation cover?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) options   Options for reducing the number of redundancies
2) criter   Criteria for selection
3) paymen   Redundancy payments
4) other   Other issues (please specify **JISSOTH**)

{If consultation and redundancies made: JREDCON1=Yes (1)}
JCHANGX*^
SHOW CARD J7
Did the consultation lead to any of the following changes in managers' original proposals?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) number   Reduction in the number of redundancies
2) criter   Changes in the criteria for selection
3) rpay   Increase in redundancy payments
4) alter   Alternatives to redundancy
5) prepare   Preparing employees for redundancy
6) redeploy   Strategies for redeployment
7) other   Other changes (please specify **JCHANOTH**)
8) *NONE*   *None of these*

{If redundancy proposals withdrawn after consultation: JREDCON2=Yes (1) AND JWITHDRW=YES (1)}
JEFFECT
Were the redundancy proposals withdrawn as a direct result of the consultation process?

1) Yes
2) No

JUHOURS*
SHOW CARD J8
I now want to ask you about working hours at this workplace.
Which of the following describes the usual operating days of this workplace?
INTERVIEWER: This questions relates to just the DAYS of opening, NOT the hours.

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

JTIMEARR*^
SHOW CARD J9
Do you have any of the following working time arrangements for any employees at this workplace?

1) Shift   Shift working
2) Annualis   Annualised hours
3) Zero   Zero-hours contracts
4) *NONE*   *None of these*

JOPTMAN*
SHOW CARD J10
What proportion of managerial employees at this workplace have signed an opt-out agreement that states that they may work more than an average of 48 hours per week?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question.

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

{IF JOPTMAN=Number (97)}
JOPTMANT
(How many managerial employees at this workplace have signed an opt-out agreement that states that they may work more than an average of 48 hours per week?)

1..999997

JOPTNM*
SHOW CARD J10
What proportion of non-managerial employees at this workplace have signed an opt-out agreement that states that they may work more than an average of 48 hours per week?
INTERVIEWER: If respondent gives answer as an exact number you can code "97" here and record the number at the next question

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

{IF JOPTNM = Number (97)}
JOPTNMT
(How many non-managerial employees at this workplace have signed an opt-out agreement that states that they may work more than an average of 48 hours per week?)

1..999997

SECTION K   WORKPLACE PERFORMANCE

{If trading sector: ASTATUS=PubC (1) – Gov (8)}
KINTTEXT
I would now like to ask some questions about the external environment in which this workplace operates.

{If trading sector and single, independent workplace: ASTATUS=PubC (1) – Gov (8) and ASINGLE=Single (2)}
KACTIVS*^
SHOW CARD K1
Which of the following statements best describes the activity that is undertaken at this workplace?
CODE ALL THAT APPLY.

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

NO REFUSAL, NO DON'T KNOW

{If trading sector and part of a larger organisation: ASTATUS=PubC (1) – Gov (8) and ASINGLE=Multi (1) or SoleUK (3)}
KACTIVM*^
SHOW CARD K2
Which of the following statements best describes the activity that is undertaken at this workplace?
CODE ALL THAT APPLY.

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

NO REFUSAL, NO DON'T KNOW

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
KPROSER
Is the output of this workplace concentrated on one product or service or are there several different products or services? :

1) Single   Single product or service
2) Differ   Different products or services

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and
(ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
[Text Fill shows if KPROSER=Differ (2)]
KMARKET
Is the market for your [main] product or service primarily ...
READ OUT ...
PROMPT: Local=within 1 hours drive

1) Local
2) Regional
3) National   National, or
4) Internat   International

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and
(ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
[Text Fill shows if KPROSER=Differ (2)]
KCOMPET
How many competitors do you have for your [main] product or service?
PROMPT: 'few' equals 5 or less :

1) None   None/Organisation dominates market
2) Few   Few competitors
3) Many   Many competitors

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and
(ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
KDEGREE*
SHOW CARD K3
How would you assess the degree of competition in this market?

1) VeryHigh   Very high
2) High
3) Neither   Neither high nor low
4) Low
5) VeryLow   Very low

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and
(ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
[Text Fill shows if KPROSER=Differ (2)]
KOVRSEA
Does this workplace face competition from overseas-based suppliers [for it's main product
or service]?
IF YES: Is that a lot or a little competition? :

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

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
[Text Fill shows if KPROSER=Differ (2)]
KPCTSHAR*
SHOW CARD K4
What is your company's UK market share for your [main] product or service?
PROMPT: Market share is the total value of your company's goods or services as a proportion of all UK sales:

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

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
[Text Fill: if KPROSER=Differ (2)]
KSTAMAR*
SHOW CARD K5
Looking at this list, which of these statements best describes the current state of the market in which you operate [for your main product or service]?

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

[Text Fill: If trading sector and trading externally: ASTATUS= PubC (1) – Gov (8) / If non-trading sector: ASTATUS>=Pubser (9)]
KPROSAL*
SHOW CARD K6
About what proportion of this workplace's [sales revenue /operating costs] is accounted for by wages, salaries and other labour costs like pensions and national insurance?

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

{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=Consumer (1) or Compani (2))}
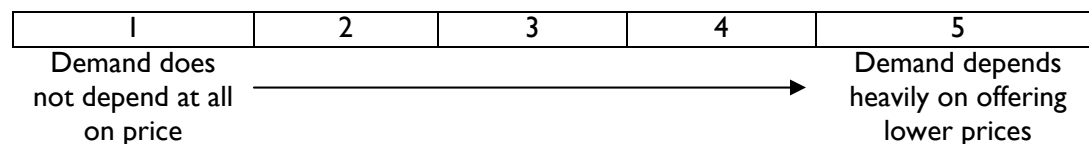**KCOMPSUC**
I would now like to ask you about the importance of certain factors to the competitive success of your main product or service.

{If trading sector and trading externally: (ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=Consumer (1) or KACTIVM=Compani (2))}
[Text fill: if KPROSER=DIFFER (2)]
KPRICE*
SHOW CARD K7
Looking at the scale on this card, to what extent would you say that the demand for your [main] product or service depends upon offering lower prices than your competitors?
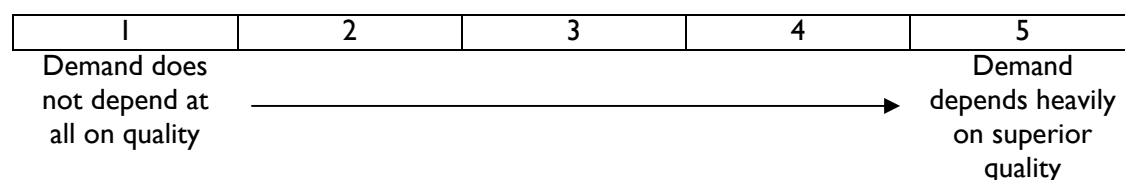
1	2	3	4	5
Demand does not depend at all on price				Demand depends heavily on offering lower prices

{If trading sector and trading externally: (ASTATUS= PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM =Consumer (1) or KACTIVM=Compani (2))}
[Text fill: if KPROSER = DIFFER (2)]
KQUAL*
SHOW CARD K8
To what extent would you say that the demand for your [main] product or service depends upon you offering better quality than your competitors?

1	2	3	4	5
Demand does not depend at all on quality				Demand depends heavily on superior quality

{If trading sector and trading externally: (ASTATUS=PubC (1) – Gov (8) and (ASINGLE=Single (2) or KACTIVM=(Consumer (1) or Compani (2))}
KBAINOV*
SHOWCARD K9
Looking at the scale on this card, to what extent would you say this workplace leads the way in terms of developing new products, services or techniques?

1	2	3	4	5
Very rarely leads the way				Often leads the way
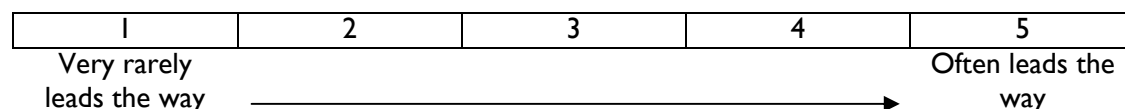
{If trading sector and trading externally: ASTATUS=PubC (1) – Gov (8) and (KACTIVS=Compani (2) or KACTIVM=Compani (2))}

KREQUIRE*^

SHOW CARD K10

When providing goods or services to other organisations, are you ever required to give those organisations information about any of the following employment conditions at this workplace?

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

0) No   *No, not required to give any information*
1) pay   Rates of pay
2) hors   Working hours
3) hols   Holiday entitlements
4) pens   Pension entitlements
5) train   Training provision
6) griev   Grievance or disciplinary procedures
7) equal   Equal opportunities and diversity
8) health   Health and safety
9) other   Other (please specify **KREQOTH**)

KJIT

I now want to ask some questions about monitoring of performance and quality at this workplace. Does this workplace operate a system designed to minimise inventories, supplies or work-in-progress. This is sometimes known as Just-in-Time?

1) Yes
2) No

KHOWMOX*^

SHOW CARD K11

What are the two main methods used to monitor the quality of the work undertaken at this workplace?

CODE TWO ONLY

1) Managers   Managers/supervisors monitor quality
2) Inspector   Inspectors in a separate department/section monitor quality
3) Invidual   Individual employees monitor quality
4) Records   Keep records on level of faults, complaints, customer feedback
5) Surveys   Customer surveys
6) External   External auditing, e.g. third party inspections, mystery shoppers
7) Other   Some other way (please specify **KHOWMOTH**)
8) NONE   *None, quality not monitored*

KRECPER*^
SHOW CARD K12
Are any of the following records kept for this workplace?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

KTARGET*^
SHOW CARD K13
Does the workplace have **targets** for any of the following?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

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

KBNCHMA
Over the past two years, has this workplace benchmarked itself against any other workplaces? By this I mean examining the ways things are done at other workplaces and comparing them with this workplace.

1) Yes
2) No

KERFIS*
SHOW CARD K14
I now want to ask you how your workplace is currently performing.
Looking at this card, which of these measures corresponds most closely to your interpretation of financial performance?

1) Profit   Profit
2) Value   Value added
3) Sales   Sales
4) Fees
5) Budget
6) Costs   Costs
7) expend   Expenditure
8) Share   Stock market indicators (e.g. share price)
9) Other   Other (Please specify **KPERFIOTH**)

{If measure of financial performance given: KERFIS=Profit (1) – Share (8)}
FPint2
From now on when I ask about financial performance I will be referring to this workplace's **[KERFIS]**.

KESTPER1*
SHOW CARD K15
Compared with other workplaces in the same industry how would you assess your workplace's...

...financial performance

1) LotBett   A lot better than average
2) Better   Better than average
3) Average   About average for industry,
4) Below   Below average
5) LotBel   A lot below average
6) *NoComp*   *No comparison possible*
7) *NotAvail*   *Relevant data not available*

KESTPER2*
SHOW CARD K15

...labour productivity

1) LotBett   A lot better than average
2) Better   Better than average
3) Average   About average for industry
4) Below   Below average
5) LotBel   A lot below average
6) *NoComp*   *No comparison possible*
7) *NotAvail*   *Relevant data not available*

KESTPER3*
SHOW CARD K15

...quality of product or service

1)	LotBett	A lot better than average
2)	Better	Better than average
3)	Average	About average for industry
4)	Below	Below average
5)	LotBel	A lot below average
6)	*NoComp*	*No comparison possible*
7)	*NotAvail*	*Relevant data not available*

SECTION L   WORKPLACE CHANGE

LINTRO
I would now like to ask you about changes that may have occurred in this workplace over the last two years. This will touch on some of the issues we talked about previously.

LMANCHX*^
SHOW CARD L1
Over the past two years has management here introduced any of the changes listed on this card?
PROBE: Which others? UNTIL 'None'.
CODE ALL THAT APPLY.

1) CHAPAY   Introduction of performance related pay
2) OTECH   Introduction or upgrading of new technology (including computers)
3) WORKHOURS   Changes in working time arrangements
4) ORGANIS   Changes in the organisation of work
5) TECHNIQ   Changes in work techniques or procedures
6) INITIATIV   Introduction of initiatives to involve employees
7) NEWPROD   Introduction of technologically new or significantly improved
                   product or service
8) NONE   None of these

{If more than one change mentioned at LMANCHA}
LIMPCHX
Which one of these had the greatest impact on employees working here?

1) CHAPAY   Introduction of performance related pay
2) OTECH   Introduction or upgrading of new technology (including computers)
3) WORKHOURS   Changes in working time arrangements
4) ORGANIS   Changes in the organisation of work
5) TECHNIQ   Changes in work techniques or procedures
6) INITIATIV   Introduction of initiatives to involve employees
7) NEWPROD   Introduction of technologically new or significantly improved product
                   or service

{If any change and any union reps: LMANCHA=Chapay (1) – NewProd (8) and (ESTEWARD=Yes (1) or ESTEWEXT=Yes (1) or EOTHUREP=Yes (1))}
LTYPINV1*
SHOW CARD L2
Looking at this card, what type of involvement did trade unions at this workplace have in introducing and implementing this change?

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

{If any change and joint consultative committee: LMANCHA=Chapay (1) to NewProd (8)
and DISSUES=Range (1) or Both (3)}
LTYPINV2*
SHOW CARD L2
What type of involvement did (the) **[NAME OF THE COMMITTEE GIVEN AT
D1COMM]** have in introducing and implementing this change? :

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

{If any change: LMANCHA=Chapay (1) – NewProd (8)}
LTYPINV3*
SHOW CARD L2
What type of involvement did the employees likely to be affected have in introducing and
implementing this change? :

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

LRECIMP*
SHOW CARD L3
I would now like to conclude by asking you a few questions about the experience of this
workplace in the recent recession.

Looking at this card, can you tell me to what extent your workplace has been adversely
affected by the recent recession?

1) GreDeal   A great deal
2) QLOT   Quite a lot
3) Moderate   A moderate amount
4) Little   Just a little
5) NoEffect   No adverse effect

LREACT*^
SHOW CARD L4
Looking at this card, I would now like to focus on the impact on your workforce.
Which, if any, of these actions were taken by your workplace in response to the recent recession?

1)	Compred	Compulsory redundancies
2)	Volred	Voluntary redundancies
3)	Recfrez	Temporary freeze on recruitment to fill vacant posts
4)	Postp	Postponement of plans for expanding the workforce
5)	Wagfrez	Freeze or cut in wages
6)	Rednwb	Reduction in non-wage benefits
7)	Redhrs	Reduction in basic hours
8)	Redot	Reduction in paid overtime
9)	Unpaid	Employees required to take unpaid leave
10)	Redagcy	Reduction in the use of agency staff or temporary workers
11)	Incagcy	Increase in the use of agency staff or temporary workers
12)	Redtrain	Reduction in training expenditure
13)	Workorg	Change in the organisation of work
14)	Other	Other action affecting the workforce (Please Specify **LRECACTOTH**)
15)	*None*	*No action taken affecting the workforce*

LRECEXP*
SHOW CARD L5
To what extent do you agree or disagree with the following statement:
This workplace is now weaker as a result of its experience during the recent recession.

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

MRELATE*

SHOW CARD M1

Finally, looking at this scale, how would you rate the relationship between management and employees generally at this workplace? :

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

MEND

I have a couple of small housekeeping items to finish.

MLINKDAT

It is sometimes possible to link the data we have collected from you with other surveys or datasets, to which we have authorised access. Would you be content for us to do this, as it can provide us with the potential for further analysis?

In doing this, we assure you that your confidentiality will be respected and the linked data will be anonymised and used for statistical and analytical purposes only, with only authorised researchers having access to the linked data.

1) Yes
2) No

MWREP

You said earlier that there are worker representatives at this workplace. We would like to do a short interview with...

- the most senior representative of the largest, [recognised / non-recognised], union
- [the most senior non-union employee representative who sits on [**NAME OF THE COMMITTEE GIVEN AT D1COMM** / joint consultative committee at this workplace] /
- the most senior non-union employee representative at this workplace]

Could you tell me (this/these) person's name(s), and how I might be able to contact them?

INTERVIEWER: RECORD THE NAME(S) OF THE WORKER REPRESENTATIVE(S) ON THE FRONT OF THE ARF

{If trading sector: ASTATUS= PubC (1) – Gov (8)}

MFPQ

I also have a short self-completion questionnaire that I would like to leave with you. It covers financial data about the workplace and complements the data already collected on employment relations.

INTERVIEWER: Show respondent the questionnaire and find out who is the appropriate person to complete the form.

INTERVIEWER: RECORD THE NAME OF THE PERSON COMPLETING THE FPQ ON THE LAST PAGE OF THE ARF

MNEXTIME

BIS will send you a copy of the main findings from the survey in the Spring of 2012 about six months after all the interviews have been completed. If BIS wished to contact you again for any further information, would you be willing to be contacted?

1) Yes
2) No