JRF

Outsourced workers stage 2: workers sample

|  |
| --- |
| QUESTIONNAIRE |
| UK23626 |
| 19 December 2023 | |
| . | |

Project details

|  |  |
| --- | --- |
| PROJECT NUMBER | UK23626 |
| PROJECT NAME | Outsourced workers stage 2: workers sample |
| CLIENT COMPANY NAME | JRF |
| PROJECT MANAGER NAME | Adam Drummond / Maria Stapleton |
| PROJECT TYPE | Custom |

Sample framework

* 10,000 employees (excluding the self-employed)
* Industry and occupation categories mirroring LFS as closely as possible
* Specific ethnicity weighting, as discussed

Project cost and invoicing

N/A – overall project costing

Unless otherwise agreed, fees payable to Opinium will be invoiced as follows:

* Fees below £10,000 will be invoiced on completion of the project.
* Fees of £10,000 and above will be invoiced in two parts. 50% will be invoiced and payable at the start of the project and 50% on completion.

Required crossbreaks

* Age
* Gender
* Educational qualifications
* Region
* Working status
* Ethnicity (see point about weighting above)

Demographics & Screeners

1 | Intro demographics

D1 ASK ALL

SINGLE

Are you

1. Male
2. Female
3. Other
4. Prefer not to say

D2 ASK ALL

SINGLE

Please state your age

1. Under 16 [Screen out]
2. 16
3. 17
4. 18
5. 19
6. 20
7. 21
8. 22
9. 23
10. 24
11. 25
12. 26

[Etc to 80]

1. Over 80

D3 ASK ALL

SINGLE

I live in…

1. North East
2. North West
3. Yorkshire and the Humber
4. East Midlands
5. West Midlands
6. East of England
7. London
8. South East
9. South West
10. Wales
11. Scotland
12. Northern Ireland
13. Do not live in the UK [Screen out]

Working status

single

Which of these applies to you?

1. Working full time (30 or more hours per week)
2. Working part time (8-29 hours per week)
3. Working part time (Less than 8 hours per week)
4. Full time student [Screenout]
5. Retired [Screenout]
6. Unemployed [Screenout]
7. Other not working [Screenout]

E2 [employment\_type\_1job]

ask all

SINGLE

Thinking about your main job, are you an employee or self-employed?

Your main job is the job which you typically work the most hours in a week.

If you are self employed but pay yourself through your business, please select the self employed option.

1. An employee
2. Self employed with employees [SCREENOUT]
3. Self employed without employees [SCREENOUT]

Consent opt in

SINGLE grid

**In this survey, we would like to ask some questions that may be perceived as sensitive such as: ethnicity, trade union membership, and health.**

**Providing information in response to these questions is entirely voluntary and you may withdraw your consent at any time.**

**The answers that you provide will be used only for social research analysis purposes. For more information on how your information will be processed and protected, please review Opinium’s privacy policy** [**here**](https://www.opinium.com/privacy-policy/)**.**

**Do you consent to the collection of this information?**

**Rows**

1. Ethnicity
2. Trade union membership
3. Health

**Columns**

1. Yes, I consent
2. No, I do not consent

D11 ASK ALL consenting

SINGLE

Which ethnicity do you identify as?

White

1. English / Welsh / Scottish / Northern Irish / British
2. Irish
3. Gypsy or Irish Traveller
4. Roma
5. Any other White background

Mixed / Multiple ethnic groups

1. White and Black Caribbean
2. White and Black African
3. White and Asian
4. Any other Mixed / Multiple ethnic background

Asian / Asian British

1. Indian
2. Pakistani
3. Bangladeshi
4. Chinese
5. Any other Asian background

Black / African / Caribbean / Black British

1. African
2. Caribbean
3. Any other Black, Black British, or Caribbean background

Other ethnic group

1. Arab
2. Any other ethnic group
3. Don’t think of myself as any of these
4. Prefer not to say

D6\_educ1 ASK ALL

SINGLE

Have you achieved a qualification at degree level or above? For example, a degree, foundation degree, HND or HNC, NVQ level 4 and above, teaching and nursing.

1. Yes
2. No
3. Don’t know

D7\_educ2 ASK ALL selecting no, don’t know at D6

SINGLE

And have you achieved any of these other qualifications? Please select all that apply.

**GCSEs or equivalent**

1. 5 or more GCSEs (A\*-C,9-4), O Levels (passes) or CSEs (grade 1)
2. Any other GCSEs, O levels or CSEs (any grades) or Basic Skills course

**AS, A level or equivalent**

1. 2 or more A levels, 4 or more AS levels
2. 1 A level, 2-3 AS levels
3. 1 AS level
4. Scottish Highers, Scottish Advanced Higher or further Highers

**NVQ or equivalent**

1. NVQ level 3, BTEC National, OND or ONC, City and Guilds Advanced Craft
2. NVQ level 2, BTEC General, City and Guilds Craft
3. NVQ level 1

**Other or no qualifications**

1. An apprenticeship
2. Any other qualification, equivalent unknown
3. I haven't achieved any official qualifications
4. Don't know

W22 Trade union membership (you): UNION: [LFS]

ASK ALL

SINGLE

Are you a member of a trade union or staff association?

1. Yes
2. No
3. Prefer not to say

1.5 | Work (WIP)

INFO

These next questions are going to be about your employment status, and work.

E1 [second\_paid\_job] ask all

SINGLE

Do you have a second paid job or business?

1. Yes
2. No

Info E1 = Yes

For these next questions, please answer for your main job. Your main job is the job which you typically work the most hours in a week.

E3 ask all

single

Who pays you?

1. My employer through PAYE
2. My own limited company through PAYE
3. An employment agency or umbrella company
4. My clients or customers
5. A company through an app or online platform, such as Deliveroo

E5 ask all employees

single

Is your job permanent, temporary or casual?

1. Permanent
2. Temporary (Such as a contract for a fixed period or task)
3. Casual (Such as zero-hour contracts)

E6 ASK all E5=Temporary

multi

In which way is the job temporary?

Select all that apply

1. It is work through an employment agency
2. A contract for a fixed period or fixed task
3. Seasonal work
4. A job that includes training (For example, apprenticeships)
5. Other [open text]

E7A ask all

Single

How many people worked for your employer at the place where you work?

1. 1-10
2. 11-19
3. 20-24
4. Don't know but under 25
5. 25-49
6. 50-249
7. 250-499
8. Don't know but between 25 and 499
9. 500 or more

E7B ASK ALL

SINGLE

Do you supervise any other employees?

A supervisor or foreman is responsible for overseeing the work of other employees on a day-to-day basis.

1. Yes
2. No

E8A ask all

OPEN

What is your full job title in your main job or business?

For example, Retail Assistant, Office Cleaner, District Nurse, Primary School Teacher

Do not state your grade or pay band

E8B Ask all

open

What do you mainly do in that job or business?

[OPEN TEXT BOX]

E9A

OPEN

At your job, what does the firm or organisation mainly make or do?

For example, Clothing Retail, General Hospital, Primary Education, Food Wholesale

[OPEN TEXT BOX]

INFO

In the next questions we will show you a list of industries that businesses are typically grouped into. Please read carefully and select the one you think is most appropriate.

E9C ask all [show for minimum 20 seconds]

single

Which of the following best described what your organisation or business mainly does?

1. **Agriculture, Forestry, and Fishing** (involves growing crops, raising animals, logging, or commercial fishing)
2. **Mining and Quarrying** (includes mining, quarrying, or oil and gas extraction)
3. **Manufacturing** (factories creating items such as electronics, machinery, food products, textiles, or other goods from raw materials or components)
4. **Electricity, Gas, Steam, and Air Conditioning Supply** (involves the production and distribution of electricity, gas, steam, and air conditioning)
5. **Water Supply, Sewerage, Waste Management, and Remediation Activities (**provides or manages water supply, sewage systems, waste collection, and recycling services)
6. **Construction** (includes building, renovating, and demolishing structures; including buildings, roads, or similar projects)
7. **Wholesale and Retail Trade; including Repair of Motor Vehicles and Motorcycles** (includes selling goods and services directly to consumers and other businesses, whether through physical shops, stores, or online platforms. Also includes the repairing of vehicles)
8. **Transportation and Storage** (involves transporting goods or offering storage services, including postal and courier activities)
9. **Accommodation and Food Service Activities** (accommodation or food services, such as hotels, restaurants, and catering services)
10. **Information and Communication** (covers the production and/or distribution of information and cultural products, for example publishing, films, television, broadcasting; it also includes activities relating to the means of the distribution, for example provision of telephone and internet access; and services relating to computer programming and consulting)
11. **Financial and Insurance Activities** (banking, insurance, investment services, or other financial institutions)
12. **Real Estate Activities** (buying, selling, renting of real estate properties or property management)
13. **Professional, Scientific, and Technical Activities** (includes services such as legal, accounting, consulting, architectural, engineering, advertising, marketing research services, or scientific activities and research)
14. **Administrative and Support Service Activities** (provides administrative support or various services to other businesses. These include, office support, cleaning, landscape and gardening services, employment agencies, call centres that outsource, travel agencies, security services, renting and leasing of goods or intellectual property to other businesses)
15. **Public Administration and Defence; Compulsory Social Security** (Government organisation, or civil service, does not include schools, hospitals, social work activities)
16. **Education** (schools, colleges, or training centres)
17. **Human Health and Social Work Activities** (health and medical services, residential care, or social work activities)
18. **Arts, Entertainment, and Recreation** (includes theatres, libraries, museums, amusement parks, sports facilities, or other cultural or recreational activities)
19. **Activities of households as employers** (employed by a household as domestic personnel, i.e. cleaner – not through an agency)
20. **Activities of extraterritorial organisations and bodies** (organisations such as the International monetary Fund, the World Bank, the World Customs Organisation).
21. **Other Service Activities** (other services not listed, including the activities of membership organisations, the repair of computers and personal and household goods, dry-cleaning, funeral related, etc.)
22. I’m not sure

E10A ask all

single

And is your job in a private firm, business or limited company?

Or is it some other kind of organisation (e.g. charity or part of the public sector)?

1. A private firm, business or limited company
2. Some other kind of organisation

E10B ask all not private

What kind of organisation is it?

1. A public limited company
2. A nationalised industry or state corporation
3. Central government or civil service
4. Local government or council (including fire service and local authority controlled schools or colleges)
5. A university or other grant funded establishment (including opted-out schools)
6. A health authority or NHS Trust
7. A charity, voluntary organisation or trust
8. The armed forces
9. Some other kind of organisation [OPEN]

2 | Outsourced workers classification

INTRO:

For this set of questions, we’d like to understand the type of work you do.

If you have more than one job, we’d like to hear about your main job (the one you spend most of your time doing).

Q1 ASK ALL

SINGLE GRID

**Please read each of the following statements and tell us whether or not they are true for you and your work.**

ROWS (RANDOMISE)

1. I am paid by one organisation but I do work for a different organisation.
2. The organisation I’m paid by is a ‘third party’ organisation which other organisations hire to do work for them, rather than doing that work themselves in-house.
3. My employer / agency provides people to do work for other organisations (i.e. they might provide people to do cleaning, security, administration, IT).
4. On a day-to-day basis, I’m paid by one organisation but I get given tasks or instructions by people who are paid by a different organisation.
5. I am paid by one organisation, but I work in a space which has the logo or branding of a different organisation.
6. I wear a uniform which has the logo or branding of my employer / agency, and which marks me out as being paid by a different organisation to some of the other people that I work with.

COLUMNS

True

False

Q2 ASK ALL

SINGLE

**Some people’s work involves doing a job that needs to be done on a long-term or ongoing basis.**

**Other people’s work involves doing a job or jobs that need to be done on a short-term or temporary basis.**

**Thinking about your main job, which of the following statements best applies to your job?**

1. I’m hired to do work which an organisation needs doing on a long-term or ongoing basis.
2. I’m hired to do work which an organisation needs doing on a short-term or temporary basis.
3. Other (please specify) [OPEN]

Q3 ASK ALL

SINGLE GRID

We’re now going to ask you about two types of workers:

Agency workers are people who normally have a contract with an agency which sends them to do work for other organisations (who are their clients). You might sometimes hear people describe agency workers as temporary workers, or ‘temps’.

Outsourced work is when an organisation needs a job to be done on a long-term basis but they employ a company to send people to do this rather than employing individuals directly. These people are referred to as outsourced workers because they are employed by one company but do work for another organisation.

You might be an outsourced worker, you might be an agency worker, you might be both or you might be neither.

NEXT SCREEN

Please choose the option that applies to you.

As a reminder, outsourced work is when an organisation needs a job to be done on a long-term basis but they employ a company to send people to do this rather than employing individuals directly. These people are referred to as outsourced workers because they are employed by one company but do work for another organisation.

I am sure I’m an outsourced worker

I think I might be an outsourced worker

I am not an outsourced worker

Q3B ask all IF THEY ARE AN OUTSOURCED WORKER AT Q3A

single

You said you were an outsourced worker, do you think you are an agency worker too?

As a reminder, agency workers are people who normally have a contract with an agency which sends them to do work for other organisations (who are their clients). You might sometimes hear people describe agency workers as temporary workers, or ‘temps’.

I am sure that I’m also an agency worker

I think I might also be an agency worker

I am not also an agency worker

Q3C ask all IF THEY THINK THEY MIGHT BE AN OUTSOURCED WORKER AT Q3A

single

You said you might be an outsourced worker. It is possible to be both an outsourced worker and an agency worker. Which of these options also applies to you?

As a reminder, agency workers are people who normally have a contract with an agency which sends them to do work for other organisations (who are their clients). You might sometimes hear people describe agency workers as temporary workers, or ‘temps’.

I am sure that I’m an agency worker

I think I might be an agency worker

I am not an agency worker

Q3D ask all IF THEY ARE NOT AN OUTSOURCED WORKER AT Q3A

single

Please tick the option that applies to you.

As a reminder, agency workers are people who normally have a contract with an agency which sends them to do work for other organisations (who are their clients). You might sometimes hear people describe agency workers as temporary workers, or ‘temps’.

I am sure that I’m an agency worker

I think I might be an agency worker

I am not an agency worker

Closing demographics

Disab1 all consenting

SINGLE

Do you have any physical or mental health conditions or illnesses lasting or expecting to last 12 months or more?

1. Yes
2. No
3. Don’t know

Disab2 ASK ALL YES AT DISAB1

SINGLE

Does your condition or illness reduce your ability to carry out day-to-day activities?

1. Yes, a lot
2. Yes, a little
3. Not at all

INCOME\_FREQ ASK ALL

Single

Which way would you like to tell us about your pay before deductions?

This is gross pay, before deductions such as tax, national insurance, pension contributions, and excluding other sources of income such as benefits.

1. Annually / per year
2. Monthly
3. Weekly
4. Hourly

INCOME\_OPEN ASK ALL

Open numeric

What is your [annual / monthly / weekly / hourly] pay before deductions?

This is gross pay, before deductions such as tax, national insurance, pension contributions, and excluding other sources of income such as benefits.

Open

1. Prefer not to say

INCOME\_CLOSED ASK ALL ANSWERING PNTS AT INCOME\_OPEN

Open numeric

What is your [annual / monthly / weekly / hourly] pay before deductions?

This is gross pay, before deductions such as tax, national insurance, pension contributions, and excluding other sources of income such as benefits.

Annual

1. Less than £5,600 a year
2. £5,600 up to £11,200
3. £11,201 up to £16,800
4. £16,801 up to £22,400
5. £22,401 up to £28,000
6. £28,001 up to £33,600
7. £33,601 up to £39,200
8. £39,201 up to £44,800
9. £44,801 up to £50,400
10. £50,401 up to £56,000
11. Over £56,000 a year
12. Prefer not to say

Monthly

1. Less than £470 a month
2. £470 up to £940
3. £941 up to £1,410
4. £1,411 up to £1,880
5. £1,881 up to £2,350
6. £2,351 up to £2,820
7. £2,821 up to £3,290
8. £3,291 up to £3,760
9. £3,761 up to £4,230
10. £4,231 up to £4,700
11. Over £4,700 a month
12. Prefer not to say

Weekly

1. Less than £110 a week
2. £110 up to £220
3. £221 up to £330
4. £331 up to £440
5. £441 up to £550
6. £551 up to £660
7. £661 up to £770
8. £771 up to £880
9. £881 up to £990
10. £991 up to £1,100
11. Over £1,100 a week
12. Prefer not to say

Hourly

1. Less than £8.91 an hour
2. £8.91 up to £10.00
3. £10.01 up to £12.00
4. £12.01 up to £14.00
5. £14.01 up to £16.00
6. £16.01 up to £18.00
7. £18.01 up to £20.00
8. £20.01 up to £22.00
9. £22.01 up to £24.00
10. £24.01 up to £27.00
11. £27.01 up to £30.00
12. Over £30.00 an hour
13. Prefer not to say

Hours ASK ALL

SINGLE

In a typical week approximately how many paid hours do you work in your main job?

For reference, a typical “full time job” is around 37.5 hours per week

50 hours or more

45 to 49 hours

40 to 44 hours

35 to 39 hours

29 to 34 hours

25 to 29 hours

20 to 24 hours

15 to 19 hours

10 to14 hours

Under 10 hours

BORNUK

ASK ALL

SINGLE

If you were not born in the United Kingdom, when did you most recently arrive to live here?

1. I was born in the UK
2. Within the last year
3. Within the last 3 years
4. Within the last 5 years
5. Within the last 10 years
6. Within the last 15 years
7. Within the last 20 years
8. Within the last 30 years
9. More than 30 years ago
10. Prefer not to say

FEEDBACK

OPEN

In this survey we’ve asked you many questions about the nature of your work and employment.

Did you find any of the questions difficult to answer, or that you were unable to answer in a way that accurately describes your employment situation?

OPEN

No, I was able to answer all questions well

Defining outsourcing

Pulling respondents into phase 3 survey

Core definition of outsourced:

Definite outsourced: Anyone who says they are sure they are outsourced (estimated 6%)

Bolstered outsourced: Anyone who says they might be outsourced, combined with at least one of indicators 1 – 3 (indicators 1 and 2 are probably stronger indicators if the final wording means they’re both about the role of the respondent, tbc) (estimated <5%)

Likely agency: Anyone who says they are sure they are agency, combined with long-term work (need to confirm that people are clear that they can tick both agency and outsourced) – should this also be combined with one of the first 3 indicators? It’s quite likely they’ll say yes to one of these anyway?

Let’s discuss what to do with the ‘’maybe agency’ group who are long-term, and might also tick yes to one or more indicators.

High # indicators: People who tick any 5 or 6 of the 6 key indicators (even if they don’t say they’re outsourced or agency?)

Reasonable # indicators: I’d suggest another group of people who tick a) at least one of the first three and b) at least one of the others, in combination with ‘long term work’. To discuss once we know what % this group might be. I think indicators 1 – 3 are likely quite strong indicators (1 – 2 might be the stronger two); in combination with 1 or 2 of the other 3 indicators, and LT work, we might be reasonably confident in that group?

Note: if people do tick ‘short term’ work we should review the industries / occupations if they meet other criteria; for example, if someone says they’re an agency worker, tick some of the indicators, say their work is short term and we see they work in facilities management roles, we might want to include them in a peripheral group where we know some people may well be outsourced.

Actions: While the survey is live, estimate what % of the sample would currently be brought in by this.