

Appendix 4: Telephone survey questionnaire

INDIVIDUAL EMPLOYMENT RIGHTS TELEPHONE QUESTIONNAIRE



Confidential to the Institute for Employment Studies

I work for NOP, an independent market research organisation. We have been commissioned by the Department of Trade and Industry (an office of central government) to speak to individuals about their rights at work. We are interested in the opinions and experiences of individuals of working age.

Before we start, can I just ask you a few key questions?

Section 1: Screening Questions

- 1.1 Can you just confirm whether you are male or female?
- 1.2 What was your age last birthday? (*record in years*) *If refuse, ask can you confirm you are between 16 and 59 years of age (women) or 16-64 years of age (men)*
- 1.3 If under 16 go to 1.8
If over 59 and female go to 1.8
If over 64 and male go to 1.8

Can I ask you first of all, which of the following best describes what you do at the moment?

Working in a paid job or business as an employee within the UK	GO TO 1.7
Working in a paid job or business on a self-employed basis	GO TO 1.8
(Temporarily) laid off, or on short time at firm	GO TO 1.8
Unemployed and actively seeking work	GO TO 1.4
On a special government training or employment scheme	GO TO 1.7
Doing unpaid work for yourself or a relative	GO TO 1.6
A full-time student or pupil	GO TO 1.6
Looking after the family or home	GO TO 1.6
Not working because temporarily sick or injured	GO TO 1.7
Not working because long-term sick or disabled	GO TO 1.8
Retired from paid work	GO TO 1.8
None of these (specify).....	GO TO 1.6

- 1.4 Can I just check: when you say you were unemployed and actively seeking work have you taken any active steps to find work in the previous four weeks?
1. Yes GO TO 1.5
2. No GO TO 1.6
- Don't know/won't say GO TO 1.6
- 1.5 And, if a job had become available at that time, would you have been able to start it within two weeks?
3. Yes GO TO 1.7
4. No GO TO 1.6
- Don't know/won't say GO TO 1.6
- 1.6 Can I just check: did you do any paid work in the last seven days (in the UK)?
5. Yes GO TO 1.7
6. No GO TO 1.8
- Don't know/won't say GO TO 1.8
- 1.7 **GO TO SECTION TWO (Experience of actual problems)**
- 1.8 When did you last work as an employee in the UK?
- Less than one year ago GO TO SECTION 2
- Greater than one year ago GO TO 1.9
- 1.9 This contact does meet the criteria for interview. Find out whether there are any other adults in the household who do and arrange to interview them.

Thanks for their time and terminate interview.

[If currently self-employed or unemployed the following questions relating to current employer should capture information about their last employer. Some questions will be inappropriate for those in self-employment or casual work and these individuals will be routed past these questions.]

Section 2: Experience of Actual Disputes and Problems

We are interested in finding out about people's experiences at work, particularly where they may have had problems with an employer.

- 2.1 Have you personally experienced any problems at work over the last 5 years in relation to your rights at work? Please include any situation that was important to you, however minor the problems may seem.
- Yes, once GO TO 2.3
- Yes, more than once GO TO 2.2

No GO TO SECTION 3

Don't know PROBE FOR EXPERIENCE — *reiterate that we are interested in any incidents where they feel they have been unlawfully or unfairly treated.*

2.2 (If coded '**More than once**' at 2.1) How many problems of this sort have you had? Record number

Were these incidents separate or related:

How many of these took place during the last five years? (only record details of five most recent)

Can I ask you to concentrate on the most recent incident from now on. Please refer only to this incident in the questions that follow.

GO TO 2.3

2.3 We would like to find out what aspect of your rights at work the incident relates to. Before we talk about this incident in more detail, can I just ask you to briefly describe the nature of the problem/difficulty you experienced?

(Leave open and use set of pre-codes listed below – in complex cases where dispute does not fit neatly into one category, the response should be taken down verbatim and coded later)

Family or dependant issues

(should include incidents relating to maternity leave, maternity pay, parental leave, emergency dependant leave)

Working time

(should include days off, work breaks, holiday entitlement, working hours, overtime)

Pay and written particulars

(should include written statement of employment and pay, unlawful deductions from wages, entitlement to National Minimum Wage, disputes regarding pay or benefits, unlawful changes to contracts in respect to pay and other terms and conditions)

Unfair dismissal

(should include experience of disciplinary or grievance procedures in addition to cases of actual dismissal)

Discrimination

(on grounds of sex, marital status, race, disability etc. at recruitment or since).

Health and Safety

(unsafe physical or psychological working conditions)?

Other (please specify).....

If coded H&S at 2.3 go to Section 3.

2.4 When did this incident/problem/dispute (use interviewee's words) take place or start? (Record month/s and year when this occurred – if earlier than 1995 go to Section 3)

2.5 How long did this last? (use interviewee's words)? (Record month/s and year when resolved/ended)

Still ongoing/unresolved.

2.6 Did you seek help or advice from anyone regarding the situation?

Yes GO TO 2.7

No GO TO 2.17

Don't know GO TO 2.17

2.7 How long after the incident or situation (started) did you **first** seek advice about the situation? [leave open and code as follows]

Straightaway

Less than a week after the incident (or start)

Within one month of the incident (or problem starting)

2-3 months later

4-6 months later

7-12 months later

Over one year later

Don't recall

2.8 Who did you **first** contact for advice about any aspect of the dispute/difficulty? (Leave open and code according to the following where possible)

Personnel/HR officer/manager at work. *(If this option is chosen do not route to 2.15. After 2.14 go to 2.19)*

Friend or relative with specialist knowledge.

National Minimum Wage helpline.

A telephone help line (specify which one).....

A website (specify which one)

Citizens Advice Bureau.

Department of Trade and Industry (DTI).

Trade Union (which one?).

Jobcentre.

Employment Tribunal Service.

Solicitor.

Other legal representation *(please specify)*.....

ACAS (Advisory, Conciliation and Arbitration Service).

Commission for Racial Equality (CRE).

Equal Opportunities Commission (EOC).

Disability Rights Commission (DRC).

Other specialist advice centre *(please specify)*.....

Other *(please specify)*.....

- 2.9 What made you think of contacting **first specified adviser**?
(Open response but the following is a list of possible codes. To be finalised post-project)
- They were a friend/relative/colleague **with specialist knowledge**.
- They were a friend/relative/colleague **with similar problem/experience**.
- They were suggested by a friend/relative/work colleague.
- Saw (or heard) advertisement.
- Other *(please specify)*.....
- 2.10 When you contacted **first specified adviser** what were you looking for?
(Open response but code to following wherever possible)
- Information/advice about who to contact/where to get help.
- Information/advice about my legal rights.
- Information/advice about procedures/what to do next.
- Information/advice about ways to solve the problem.
- Information/advice about how much it might cost me.
- Advocacy *(ie a representative)*.
- Other advice or help.
- Justice/redress.
- Other *(please specify)*.
- 2.11 Did you access any other sources or advice?
- Yes GO TO 2.12
- No GO TO 2.14
- 2.12 If YES which sources of advice? [Code all that apply]
(prompt, did you speak to any one else?)
- Personnel/HR officer/manager at work.
(If this option is chosen do not route to 2.15. After 2.14, go to 2.19)
- Friend or relative with specialist knowledge.
- A telephone help line (specify which one).....
- Citizens Advice Bureau (CAB).
- Department of Trade and Industry.
- Trade Union (which one?).
- Jobcentre.
- Employment Tribunal Service.
- Solicitor.
- Other legal representation *(please specify)*.....
- ACAS (Advisory, Conciliation and Arbitration Service).

Commission for Racial Equality (CRE).

Equal Opportunities Commission (EOC).

Disability Rights Commission (DRC).

Other specialist advice centre (*please specify*).....

Other (*please specify*).....

2.13 Were you referred on to other sources of advice or support, or did you seek out other sources yourself? (*Code all that apply*)

Yes referred to other sources of advice

Yes sought out sources themselves

Neither

DK/can't remember

2.14 Thinking now about all the advice you received, what was the outcome of this advice? (*Open response but code to following wherever possible*)

Confirmation of unlawful/unfair treatment and decided to take action.

(*after 2.17 go to 2.19*)

Confirmation of unlawful/unfair treatment and decided **NOT** to take action.

Not covered by law so could not take any action.

Could not take action for other reason (*eg out of time*) (*specify*).....

2.15 Did you or a representative raise the issue/problem with your employer?

Yes

If yes, did you use the grievance procedure? Y/N GO TO 2.16

No GO TO 2.17

2.16 When you/your representative raised the issue/problem with your employer, who did you speak to?

Your line manager/supervisor

The Personnel Department

A senior manager/Director

Other _____

2.17 Did you/your representative take any other steps to try and remedy the situation?

Yes Probe for what action taken (*eg changed jobs etc.*) GO TO 2.19

No Go to 2.18

2.18 Why did you/your representative decide not to seek advice/take action?
(Probe to pre code)

Didn't think it was worth the hassle/aggravation

Didn't think it would solve the problem

No faith in the system

Not confident that I would be treated fairly

Worried about potential costs of legal or other representation

Prepared to accept some degree of discrimination as the norm

Worried about potential treatment by other colleagues

Would be afraid that it could affect my future employment prospects

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

The whole process would just take too long

Other (please specify)

GO TO SECTION 3

2.19 What did you do as a result of your dispute? [If dispute ongoing, what has happened so far?]

Open response – should be able to code most responses

Examples of potential codes include:

Made a tribunal application GO TO 2.20

ALL OTHER CODES GO TO 2.21

Employer agreed with my position and made the necessary adjustments to policy/
working practice or helped to sort out the situation

I lost my job, was made redundant, was dismissed

I moved jobs within the firm/organisation

Someone else resigned/was dismissed

I found another job/left the organisation

I am looking for another job in order to leave the organisation

2.20 Where a tribunal application was made, have you had the outcome?

Yes If yes, what was the outcome?

No GO TO 2.21

Leave open, code as follows:

The application was upheld at tribunal (applicant won case)

Reached a settlement with the employer and dropped the case

Application was dropped for a reason other than a settlement

The application was dismissed at tribunal (employer won case)

The application was withdrawn prior to the hearing
Still awaiting outcome
Other (please specify)

2.21 If you were in the same position again, would you take the same steps?

Yes GO TO SECTION 3
No GO TO 2.22
Don't know GO TO 2.22

2.22 What would you do differently (if anything)?

Section 3: Awareness and Knowledge Testing

Introduction

Under current law, employers are required to ensure that employees are given certain basic rights at work. I would now like to ask you a few questions about your rights at work to establish how much you know and how well informed you feel. We are not necessarily looking for right answers – we just want to find out more about people's awareness of their employment rights. Part of our aim is to identify which rights are less well known.

3.1 Can I ask you first of all: very generally, how well informed do you feel about your rights at work?

READ OUT

Very well informed GO TO 3.2
Well informed GO TO 3.2
Not very well informed GO TO 3.3
Not well informed at all GO TO 3.3

3.2 Which of the following statements best describes how you feel?

READ OUT

I know a lot about my rights at work GO TO 3.4
I could know more and would like to be able to find out more GO TO 3.4
I could know more but I don't feel I need to GO TO 3.4

3.3 Which of the following statements best describes how you feel?

READ OUT

I don't know much but know where to go to get advice
I don't know nearly enough and would like to know more
I don't know much and am not interested

Now I would like to ask you some questions about your rights as an employee.

3.4 Firstly, can you tell me of any laws that protect your rights at work?

(leave open and use following pre-codes, code all that apply)

(if respondent gives one law, probe “any other laws you can think of?” then go to 3.6)

Don't know GO TO 3.5

National Minimum Wage (accept responses about minimum pay levels, rates of pay)

Maternity rights (accept responses about maternity leave, maternity pay, time off to have a baby)

Paternity leave

Parental leave (NB this is not the same as paternity leave) (accept responses about the right for parents of both sexes to take time off to spend with children)

Time off for emergencies (accept time off to look after children, or other dependants)

Working Time Directive (accept responses around working hours, 48 hours a week limit, annual leave/holiday entitlement, in work rest breaks)

Anti-discrimination legislation (accept Sex Discrimination Act, Race Relations Act, Disability Discrimination Act, accept comments about equal pay, can't discriminate against women/people from ethnic minorities, selection, recruitment, training...)

Redundancy (accept comments about rules for selection, rules for who's entitled to pay and who isn't)

Other (write verbatim)

GO TO 3.6

3.5 For example, one law is that you are entitled to a written statement of your terms and conditions of employment. Can you give me any other examples of laws which protect your rights at work?

(if respondent gives one law, probe “any other laws you can think of?”)

National Minimum Wage (accept responses about minimum pay levels, rates of pay)

Maternity rights (accept responses about maternity leave, maternity pay, time off to have a baby)

Paternity leave

Parental leave (NB this is not the same as paternity leave) (accept responses about the right for parents of both sexes to take time off to spend with children)

Time off for emergencies (accept time off to look after children, or other dependants)

Working Time Directive (accept responses around working hours, 48 hours a week limit, annual leave/holiday entitlement, in-work rest breaks)

Anti-discrimination legislation (accept Sex Discrimination Act, Race Relations Act, Disability Discrimination Act, accept comments about equal pay, can't discriminate against women/people from ethnic minorities, selection, recruitment, training...)

Redundancy (accept comments about rules for selection, rules for who's entitled to pay and who isn't)

Other (write verbatim)

Don't know/Not sure

- 3.6 Now I'd like to ask you some questions about different categories of employment rights at work. Don't worry about whether you get the answers right or not, employment law can be very complex and we do not expect everyone to know all the answers, we want to find out which employment rights are well known and which are the rights people just haven't heard of.

One employment right is that parents are allowed to take a set amount of time off work to spend with their child, until that child is five years old (or longer if that child has a disability).

Were you aware of this right?

Yes

No GO TO 3.7

DK/Not sure

- i) How long do you think parents are allowed to take off (please give your answer in number of weeks or say if you don't know).

DK if DK at 3.6 and DK at 3.6(i) GO TO 3.7

- ii) How much of this time, if any, do you think is paid leave? (Please give your answer in number of weeks or say if you don't know)

DK

- iii) In your opinion should parental leave be paid.

Yes fully

Yes partly

No

No opinion

- 3.7 If a person had to take time off to look after their child or another dependant in an emergency, what would be their situation under the law? (please select one of the following or say if you don't know)

They can take time off, for which their employer must pay them

They can take time off, but their employer does not have to pay them

It is up to the employer whether or not time off can be taken

Don't know/Not sure

I'd now like to ask a couple of questions about maternity leave.

3.8 How many times can a woman take paid maternity leave? (Please select one of the following or say if you don't know)

Only once

As many times as she has a child

Don't know/not sure

3.9 If a woman who used to work full-time wanted to come back to work part-time after having a child, what would be her legal rights? (please select one of the following or say if you don't know)

The employer must offer her a part-time role

The employer must offer her a part-time role if possible (eg if there are vacancies)

There is no legal obligation for the employer to offer her a part-time role

Don't know/Not sure

3.10 Another employment right covers annual leave, in-work rest breaks and puts a limit on the number of hours people can be made to work each week.

Were you aware of this right?

Yes

No GO TO 3.15

DK/Not sure

i) Please tell me what you think the average weekly limit is for working hours (give your answer in number of hours or say if you don't know)

DK If DK at 3.10 and DK at 3.10(i) GO TO 3.15

ii) There is also a right within any 24 hours to a set number of hours off, please tell me how many hours you think this is (please give your answer in number of hours).

3.11 Workers have the right (after being employed for 13 weeks) to a number of weeks of paid leave each year. How many weeks is this? (please give your answer in number of weeks or say if you don't know)

3.12 After working a certain number of hours in one day, employees are entitled to an in work rest break. How many hours have to be worked (or say if you don't know)?

3.14 Workers are entitled to a weekly rest break. Is this:

2 days a week

2 days over a fortnight

3 days over a fortnight

Don't know/Not sure

3.15 One of your rights as an employee is the right to a National Minimum Wage.

Were you aware of this right?

Yes

No GO TO 3.18

DK

3.16 Can you tell me the current hourly rate of the Minimum Wage for an employee, over the age of 21, not in training? (please give your answer in pounds and pence, or say if you don't know)

DK

3.17 How long must you work for an employer before you are entitled to ask for the relevant National Minimum Wage? (please select one of the following or say if you don't know)

1 month

1 year

You are entitled to the National Minimum Wage from day one of your employment

Don't know/Not sure

3.18 Another area of employment rights says you should be treated fairly regardless of race, gender or disability.

Were you aware of this right?

Yes

No GO TO 3.22

DK/Not sure

i) How many employees must an organisation have before they are covered by the disability discrimination act? (please answer in number of employees or say if you don't know)

1

15

35

DK

ii) How many employees must an organisation have before they are covered by race and sex discrimination legislation?(please answer in number of employees or say if you don't know)

1

15

35

DK

iii) How long must an individual have worked at an organisation before they are covered by anti-discrimination legislation? (please say if you don't know)

They are covered from day one

After one month

After three months

DK/Not sure

- 3.19 Which of the following is not covered by anti-discrimination legislation? (Please choose an option or say if you don't know or aren't sure)
- An individual's marital status
 - An individual's age
 - An individual's ethnic background
 - Don't know/not sure
- 3.20 Which one of the following is true in relation to the employment of people with disabilities? (Please select from one of the following options or say if you don't know)
- Employers must employ a percentage of people with disabilities
 - Employers must show that they do not discriminate against people with disabilities
 - Don't know/not sure
- 3.21 In which of the following aspects of employment must an employer demonstrate that they are treating all employees fairly? (Please select one or say if you don't know)
- Access to training only
 - Access to promotion only
 - Both
 - Neither
 - Don't know/not sure
- 3.22 Another area of employment rights covers the right not to be dismissed unfairly.
- Were you aware of this right?
- Yes
 - No GO TO 3.23
 - DK/Not sure
- i) If a person wants to complain to a tribunal about unfair dismissal they must do so within a set time from the date of the dismissal. How soon after the dismissal must they make their complaint?
- One month
 - Three months
 - Six months
 - One year
 - DK/Not sure
- ii) Is an employee entitled to representation in any meetings with their employer regarding disciplinary or grievance matters?
- Yes
 - No GO TO 3.23

DK/Not sure GO TO 3.23

If yes, which of the following people can represent them? (code all that apply, or say if don't know)

Colleague/friend employed by same organisation

Union representative (from their workplace)

Union official (full time union employee)

Other adviser

Don't know/Not sure

3.23 We are interested in finding out where people have learnt about employment rights. How have you heard or found out about your rights at work?

Posters/Leaflets

Union representative

Telephone helpline (please specify or can't remember)

Advice agency

Through friends/colleagues

From my employer

Other (please specify).....

3.24 If you wanted to find out more information, for example if you had a problem at work, thought that you were being treated unfairly or were not receiving your rights, where would you go to find out this information? (*leave open and code as follows*)

Personnel/HR officer/manager at work

Friend or relative with specialist knowledge

National Minimum Wage helpline

A telephone help line (specify which one).....

A website (specify which one)

Citizens Advice Bureau (CAB)

Department of Trade and Industry (DTI)

Trade union (which one?)

Jobcentre

Employment Tribunal Service

Solicitor

Other legal representation (*please specify*).....

ACAS (Advisory, Conciliation and Arbitration Service)

Commission for Racial Equality (CRE)

Equal Opportunities Commission (EOC)

Disability Rights Commission (DRC)

Other specialist advice centre (*please specify*).....

Other (*please specify*).....

Section 4: Disputes and Problems (hypothetical)

I would now like to ask you about a number of different situations that people might experience at work.

4.1. Please imagine the following situation:

FIRST SCENARIO

a) Do you believe that the employer has acted lawfully in this matter?

Yes GO TO 4.3

No

Don't know

b) In what way do you think the individual's rights at work have been infringed?
(*Remind if necessary that we are looking for which parts of the law have been broken*)

[Prompt: any other ways in which the law has been broken?]

4.2. If you found yourself in the situation we have just discussed, would you take action?

Yes

No

4.3. Please imagine the following situation:

SECOND SCENARIO

a) Do you believe that the employer has acted lawfully in this matter?

Yes GO TO 4.5

No

Don't know

b) In what way do you think the individual's rights at work have been infringed?
(*Remind if necessary that we are looking for which parts of the law have been broken*)

[Prompt: any other ways in which the law has been broken?]

4.4. If you found yourself in the situation we have just discussed, would you take action?

Yes

No

Don't know

4.5. Please imagine the following situation:

THIRD SCENARIO

a) Do you believe that the employer has acted lawfully in this matter?

Yes GO TO 4.7

No

Don't know

b) In what way do you think the individual's rights at work have been infringed?
(Remind if necessary that we are looking for which parts of the law have been broken)

[Prompt: any other ways in which you think the law has been broken?]

4.6. If you found yourself in the situation we have just discussed, would you take action?

Yes

No

4.7. Thinking more generally now, if you found yourself in a situation where your employer was acting unfairly or unlawfully over your rights at work, what would you do?
(Leave open but code the following)

a) ignore situation/do nothing GO TO 4.12

b) change job, but stay with same company GO TO 4.12

c) leave the employer GO TO 4.12

d) seek advice GO TO 4.9

e) talk to employer direct GO TO 4.8

4.8. If your employer was not able/prepared to help sort out the situation to your satisfaction, would you seek any further advice?

Yes

No GO TO 4.12

4.9. Which people/agencies/organisations would you contact for this advice?
(Leave open but code according to the following where possible) [Code all that apply]

Personnel/HR officer/manager at work.

Friend or relative with specialist knowledge.

National Minimum Wage helpline

A telephone help line (specify which one).....

Citizens Advice Bureau. (CAB)

Department of Trade and Industry. (DTI)

Trade union (which one?).....

Jobcentre.

Employment Tribunal Service.

Solicitor.

Other legal representation (please specify).....

ACAS. (*Advisory, Conciliation and Arbitration Service*)

Commission for Racial Equality. (CRE)

Equal Opportunities Commission. (EOC)

Disability Rights Commission. (DRC)

Other specialist advice centre (*please specify*).....

Other (*please specify*).....

- 4.10. What would you hope to gain from this?
(*Leave open but code to the following where possible*)

Advice about who to contact/where to get help

Advice about my legal rights

Advice about procedures/what to do next

Advice about ways to solve the problem

Advice about how much it might cost me

Someone to represent me in tribunal

Other advice or help

Justice/redress

Other (*please specify*)

Don't know

- 4.11. If you were advised or decided that you would need to take the matter further, perhaps to a tribunal, would you prepared to do so?

Yes GO TO 4.13

No

- 4.12. What would be the reasons that you wouldn't be prepared to take the matter further?
(*Leave open but code to the following where possible*)

It wouldn't be worth the hassle/aggravation

Don't think it would solve the problem

No faith in the system

Not confident that I would be treated fairly

I would be worried about potential costs of legal or other representation

I'm prepared to accept some degree of discrimination as the norm

I'd be worried about potential treatment by other colleagues

I would be afraid that it could affect my future employment prospects

The whole process would just take too long

Losing my job

Receiving a bad reference

Being unable to get employment in the future
Alienating other employees/management
Not receiving fair treatment or a fair hearing
The process is too lengthy
Afraid of the costs involved
Other (please specify)
Don't know

4.13. How confident would you feel that you would receive justice through the system?
(Please select one of the options that follow)

Very confident
Confident
Not sure
Not very confident
Not confident at all

Section 5: Availability and Take-up of New Entitlements to Time Off

Ask only of those who are currently in employment. I would now like to ask you some questions about the various provisions for time off that employers sometimes allow.

5.1 Leaving aside your annual leave/holiday entitlement, does your employer offer parental leave (*ie* the opportunity for *mothers or fathers* to take up to 13 weeks off work to spend with their children up until the child is 5 years old). [NB This is different from paternity leave].

Yes

No GO TO 5.5

Don't know GO TO 5.5

If yes, is it paid parental leave?

Yes (fully) Yes (partly) No (unpaid) Don't know

5.2 Have you been eligible for parental leave in the last year?

Yes

No GO TO 5.3

Don't know GO TO 5.3

If yes, did you take it?

Yes

No

- 5.3 If you became eligible for parental leave (again) would you take it?
- Yes GO TO 5.6
- No
- Don't know
- 5.4 What would stop you taking parental leave?
- Couldn't afford it
- Worried about effects on career
- Worried about job security
- Other (please specify)
- Don't know
- GO TO 5.6
- 5.5 If you asked your employer for parental leave do you think you would get it?
- Yes
- No
- Don't know
- 5.6 Leaving aside your annual leave/holiday entitlement, does your employer offer time off for dependants (that is time off in an emergency for example to meet caring responsibilities)?
- Yes
- No GO TO 5.10
- Don't know GO TO 5.10
- If yes, is this time off for dependants paid?
- Yes (fully) Yes (partly) No (unpaid) Don't know
- 5.7 Have you needed to take time off for dependants in the last year?
- Yes
- No GO TO 5.8
- Don't know GO TO 5.8
- If yes, did you take it?
- Yes
- No GO TO 5.9
- 5.8 If you needed to take time off for dependants (again) would you take it?
- Yes GO TO 5.11

No

Don't know

5.9 What would stop you taking time off for dependants?

Couldn't afford it

Worried about effects on career

Worried about job security

Other (please specify)

Don't know

GO TO 5.11

5.10 If you asked your employer for time off for dependants do you think you would get it?

Yes

No

Don't know

5.11 Leaving aside your annual leave/holiday entitlement, does your employer offer paternity leave to fathers (*ie* time off work immediately following the birth of a baby)?

Yes — number of days?

No GO TO 5.12

Don't know GO TO 5.12

If yes, is this paid paternity leave?

Yes (fully)

Yes (partly)

No (unpaid)

Don't know

5.12 If No/Don't know at 5.11 **or** if **female** go to Section 6

5.13 Have you been eligible to take this leave in the last year?

Yes

No GO TO 5.14

Don't know GO TO 5.14

If yes, did you take it?

Yes No GO TO 5.15

5.14 If you became eligible would you take it (again)?

Yes GO TO Section 6

No

Don't know

5.15 What are the reasons you wouldn't take it? [*leave open and code as follows*]

Couldn't afford it.

Worried about job security.

Worried about career prospects.

Other please specify.

Don't know.

Section 6: Employment Details

About your employer:

I would now like to ask you some general questions about your employer:

6.1 Leaving aside your own personal intentions and circumstances, is/was your job

A permanent job. GO TO 6.3

Or is there some way in which it is not permanent? GO TO 6.2

Don't know. GO TO 6.3

6.2 In what way is/was your job not permanent? (*code one only*)

Seasonal work. GO TO 6.3

Done under contract for a fixed period or for a fixed task. GO TO 6.3

Agency temping. GO TO 6.11

Casual type of work. GO TO 6.11

Not permanent in some other kind of way (specify). GO TO 6.11

6.3 Is the organisation where you work/last worked a: (*if more than one job, ask about main activity, ie job which accounts for the greatest number of hours*)

Public sector organisation (*eg funded by Government, eg local government, NHS etc.*) GO TO 6.6

Private sector organisation (*ie profit making*) GO TO 6.4

Voluntary or charitable organisation (*ie not for profit*) GO TO 6.4

Don't know GO TO 6.4

6.4 Is the organisation you work/worked for UK owned (GO TO 6.6) or foreign owned?

6.5 If foreign owned, in which country are the head offices based?

6.6 What does the firm/organisation you work/worked for mainly make or do (at the place where you work)? (*record response, and probe as appropriate for manufacturing or processing, or distributing etc.; and main goods produced, materials used, wholesale or retail etc.*) Code to SIC (2-digit)

INTERVIEWER: GET AS FULL A DESCRIPTION AS POSSIBLE. IF NECESSARY,

PROBE — WHAT DOES [DID] THE BUSINESS MAKE OR SELL? WHAT GOODS ARE PRODUCED OR SOLD, MATERIALS USED, WHOLESALE OR RETAIL ETC.

CODE ONE OF THE FOLLOWING. IF ANY DOUBTS, RECORD ANSWER VERBATIM AT CODE "17"

1. Agriculture, hunting & forestry
2. Fishing
3. Mining & quarrying
4. Manufacturing
5. Electricity, gas & water supply
6. Construction
7. Wholesale & retail trade/repair of motor vehicles & household goods (*includes all shops and retail activities*)
8. Hotels & restaurants
9. Transport, storage & communication
10. Financial intermediation (banks, building societies, insurance *etc.*)
11. Real estate, renting (*includes renting of machinery & equipment*) & business services (*legal, accounting, market research, architectural, advertising etc.*)
12. Public administration and defence (*incl. fire service, law & order, social security*)
13. Education
14. Health & social work
15. Other community, social and personal service activities (*incl. sewage/refuse disposal, trade unions, professional and membership organisations*)
16. Private households with employed persons (*domestic services etc.*)
17. Other (please specify).

.....

6.7 How many employees are there in total at the place where you work? (e the establishment where they are based)

1-5

6-14

Don't know but under 15

15-49

50-199

200-499

500-1,999

2,000+

Don't know but 15 or more

Don't know even in broad terms

6.8 As well as the place where you work, does your employer have any other offices, factories or sites where people work?

Yes

No (GO TO 6.10)

Don't know (GO TO 6.10)

6.9 How many employees in total does the organisation/company employ in total (*includes overseas*)

1-10 11-15 Don't know but under 15

15-49 50-199 200-499

500-1,999 2,000+ Don't know but more than 15

Don't know even in broad terms

About your job:

I would now like to ask you some questions specifically about the job that you do:

6.10 How long have you worked for your current employer? **OR** How long did you work for your last employer? (*note down number of years and months where available*)

Temporary/Casual

Don't know

6.11 In your current/last job, how many hours per week do you usually work, excluding meal breaks and overtime (*ie contracted hours-round up to nearest hour*)

6.12 Do/did you ever do work which you would regard/regarded as paid or unpaid overtime?

Yes

No GO TO 6.16

6.13 How many hours paid overtime did/do you usually work each week? (*record in hours, round up to nearest hour*)

Don't know/Can't remember

6.14 How many hours unpaid overtime do you usually work each week? (*record in hours, round up to nearest hour*)

Don't know/Can't remember

6.15 Check total hours per week.

6.16 In the organisation/firm where you work/worked, what is/was the main job that you do/did? (*record response, probe for job title, occupation, profession, and any special qualifications necessary to do the job*) Code to SOC (2-digits)

INTERVIEWER: OBTAIN JOB TITLE AND PROBE FOR TYPE OF JOB –

MANAGERIAL, PROFESSIONAL, TECHNICAL, CLERICAL, SALES, MANUAL, SKILLED, SEMI-SKILLED, UNSKILLED ETC.

CODE ONE OF THE FOLLOWING. IF ANY DOUBTS, RECORD ANSWER VERBATIM AT CODE '10'

- 1 Managers and administrators or more senior staff
- 2 Professional/technical staff (*eg* professional engineers, scientists, accountants, teachers, solicitors)
- 3 Associate professional/technical staff (*eg* scientific technicians, computer programmers, nurses)
- 4 Clerical/secretarial staff
- 5 Craft and other skilled manual workers (*eg* skilled construction workers, electronic trade workers, textile workers)
- 6 Personal & protective service staff (*eg* catering staff, hairdressers, domestic staff, security guards)
- 7 Sales staff
- 8 Plant and machine operatives
- 9 Other unskilled jobs (*eg* labouring jobs)
- 10 None of these (write in job description)

6.17 In your job, do you supervise or have managerial authority for the work of other people?

Yes (how many)

No

Don't know

6.18 Is there a trade union branch or group of union members in your workplace?

Yes

No

Don't know

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

Yes, union (If so, specify which and ask 'are you a union rep?').

Yes, staff association (If so, specify which).

No GO TO 6.21

Don't know GO TO 6.21

6.20 Is this union/association recognised by your employer for pay bargaining purposes?

Yes

No

Don't know

6.21 Do you have a written contract of employment?

Yes

No

Don't know

6.22 Do you have a written statement of terms and conditions? (*ie* hours of work, rates of pay etc.)

Yes

No

Don't know

GO TO SECTION 7

Section 7: Personal Details

Can I now ask you a few questions about yourself?

7.1. What qualifications do you have, starting with the highest qualifications?

(CODE ALL THAT APPLY: PROBE AS NECESSARY 'anything else' eg, where number or level of qualification affects coding)

- 1 Higher degree (eg Masters or Doctorate) NVQ or SVQ level 5
- 2 First (Bachelors) degree NVQ or SVQ level 4
- 3 Other degree level qualification including graduate membership of a professional institute or PGCE
- 4 Diploma in higher education
- 5 Teaching qualification (excluding PGCE)
- 6 Nursing or other medical qualification
- 7 Other higher education qualifications below degree level
- 8 2 or more A levels Advanced GNVQ/GSVQ 3 or more SCE Highers 4 or more AS levels NVQ or SVQ level 3
- 9 One A level 1 or 2 Scottish Highers 2 or 3 AS-levels Intermediate GNVQ/GSVQ NVQ or SVQ level 2
- 10 5 or more GCSE grades A* to C 5 or more O-levels 5 or more CSEs at grade 1 5 or more SCE Standard/Ordinary grades 1-3
- 11 One AS level Fewer than 5 GCSE grades A* to C Fewer than 5 O-levels Fewer than 5 CSEs at grade 1 Fewer than 5 SCE Standard/Ordinary grades 1-3
- 12 Certificate of Sixth Year Studies (CSYS) Scottish Certificate of Sixth Year Studies
- 13 HNC/HND Higher level of BTEC/BEC/TEC Higher level of SCOTEC/SCOTVEC/SCOTBEC
- 14 BTEC/BEC/TEC National Certificate SCOTBEC/SCOTEC/SCOTVEC National

Certificate ONC/OND

- 15 BTEC/BEC/TEC First Diploma or General Diploma
SCOTBEC/SCOTEC/SCOTVEC First Diploma or General Diploma
- 16 BTEC/BEC/TEC First or General Certificate SCOTBEC/SCOTEC/SCOTVEC First
or General Certificate, or modules towards a National Certificate
- 17 City and Guilds Advanced Craft
- 18 City and Guilds Craft
- 19 Other City and Guilds Qualifications
- 20 RSA Higher Diploma
- 21 RSA Advanced Diploma or Advanced Certificate
- 22 RSA Diploma
- 23 Other RSA qualifications (including Stage I, II and III)
- 24 Recognised Trade Apprenticeship (completed)
- 25 YT Certificate
- 26 Any other professional/vocational qualification/foreign qualifications (*please specify*)
- 27 None
- 28 Don't know

7.2. Are you currently studying for any qualifications? (*to specify level — list as above*)

7.3. What is the full postcode of your main residence?

If no or don't know, go for first 3 letters

7.4. Which of the following best describes your current home accommodation?

READ OUT

Own it outright

Buying it with the help of a mortgage or loan

Pay part rent and part mortgage (shared ownership)

Rent from local authority or housing association

Rent from private landlord

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

Squatting

Don't know

7.5. What is your current marital status?— are you:
READ OUT (but accept one answer only)

Single (never married) and living alone?

Single and living with parent(s), friend or sibling?

Married or living with another adult as a couple?

Separated or divorced?

Widowed?

7.6. Do you have any dependent children living with you?

Yes

No GO TO 7.8

Don't know GO TO 7.8

7.7. How many do you have in each of the following age groups?

0-4 years

5 to 11 years

12-15 years

16-18 years and in full time education

7.8. Do you have caring responsibilities for an elderly relative or other adult?

Yes

No

Don't know

7.9. Do you have any health problems or disabilities that you expect will last for more than a year?

Yes

No GO TO 7.11

Don't know

7.10. Does this (do these) health problem(s) or disability(ies), (when taken singly or together) substantially limit your ability to carry out normal day-to-day activities?

Yes

No

Don't know

7.11. To which of the following ethnic groups do you consider you belong?

READ OUT

White

Black-Caribbean

Black-African

Black-other black groups

Indian

Pakistani

Bangladeshi

Chinese

Other (please specify)

Don't know/won't say

7.12. Is English your first language?

Yes

No

Don't know

Finally, I would like to ask you a couple of questions about your salary.

7.13. Are you usually paid

On an hourly basis

On a weekly basis

On a monthly basis

Don't know

7.14. What was your gross pay, that is your pay before any deductions, the last time you were paid? (accept annual pay if necessary)

If refusal, go to 7.16

7.15. Can I just check: what period did this cover? (*If paid hourly, take hourly pay; if monthly/weekly take on this basis*).

Thanks for their time

7.16 Can I just ask one final question? The DTI may be interested in conducting further research in this area. Would you be prepared to participate in further research? (If yes take their contact details)

Name

Address

Telephone No.

Appendix: Scenario Testing Questions (each respondent to answer 4)

Working Time

1. A friend of yours is told by their employer that, due to a fall in profits at the organisation, his annual holiday entitlement will be cut from four weeks to three weeks a year.
2. A friend becomes ill and is signed off sick by their doctor for 2 weeks. Their employer tells them that they won't be paid for any of this time off.
3. Your friend works in a factory where the official working week is 45 hours. However, people have always worked more like a 50 or 60 hour week, despite the fact that they get the same wage regardless of the number of hours they work. Wages at the factory have always been considered good. The employer decides to limit the working week to 48 hours in line with recent legislation but tells your friend that his salary will also have to be cut.

Family Friendly

4. Your friend has just become a father and wants to take time off to spend with his new baby. He proposes to his employer that he take off a week each month, unpaid, for three months, starting in a months time. His employer refuses.
5. Your friend is pregnant. She needs to take time off in order to attend ante-natal classes. The employer refuses her the time off, insisting that she make appointments which are outside of her normal work hours or have her pay docked.
6. You are friends with a couple who have a new baby. Both parents work full time. The father is late arriving at work one day as the childminder was delayed arriving at his home. The employer issues a warning letter and says if it happens again the man faces dismissal.

Unfair Dismissal

7. Someone you know started work for a company just over a year ago. He has received lots of praise from his manager and colleagues about the standard of his work and he thinks the job is going really well. The manager discovers that he is gay and soon afterwards the man is dismissed on the grounds that it is 'not working out' and that he 'would be happier working elsewhere'.
8. You are friends with a woman who recently started work for a new manager within the company in which she has worked for the last 12 months. She looks much younger than she actually is. She received a lot of initial praise about the standard of her work from the new manager and thinks the job is going well. Her new manager discovers her age when he consults her personnel records and soon afterwards she is dismissed from the company on the grounds that 'the new position is not working out'.
9. Your friend has very bad asthma. During the summer she is forced to take a lot of days off sick. The employer feels that this is unacceptable and threatens to dismiss her.

Terms and Conditions, wages and salary issues (including the NMW)

10. Your friend is employed by an agency to work as a temp. The agency has not paid him for his last week's work. They say the firm where he was working has not yet paid them.

11. Your friend has worked at a factory for 3 months, she asks her employer for a copy of her employment contract. The employer refuses saying that 'no-one else at the factory has a contract, why should he provide her with one?'
12. Your friend works as a delivery driver. He crashes his van whilst at work. When he returns to his base, his employer explains that his wages for that week will be docked by £100, the amount of money which is the excess on the vans insurance policy.

Discrimination

13. You have a friend who works for a large organisation and who has just been promoted to a senior position. Your friend is Asian but everyone else at this level is white. Previously staff at this level have been given a car as part of the package. Your friend has been told that he will not be receiving a car, but is not given any reason for this.
14. The uniform at a company where your friend works is set, men are given trousers to wear and women are required to wear skirts. Your friend objects to the uniform and asks if she can be given trousers to wear. The application is refused and the employer tells her that unless she conforms to the standard uniform she faces disciplinary action.
15. When a round of promotion is in process at your friend's employer, a number of items from the personnel records are used to determine who gains promotion. One of the items used is the sickness record of the employee. Your friend is disabled and has been forced to take more days off than the rest of the candidates. On this basis he is refused promotion.