

3. General Awareness and Knowledge of Employment Rights

Key findings:

Nearly 70 per cent of the sample assessed themselves as well informed or very well informed about employment rights in general. A quarter of the sample felt that they did not need to know more than they already did, whereas half felt they would like to know more.

Almost half of the respondents were able to name at least one employment law or entitlement without prompting. Following an example of an employment right being given, this increased to almost two-thirds. The most common examples given were related to working time, health and safety and discrimination.

Those who assess themselves as generally well informed or knowledgeable, are also more likely in practice to be able to name an employment law or right, suggesting that there is a positive correlation between respondents' assessment of their own awareness/knowledge levels, and their actual levels of awareness. Similarly, those who regard themselves as well-informed or knowledgeable are able to cite, on average, a larger number of rights, than those who do not see themselves in this way.

In response to direct questions about whether respondents were aware of five specific groups of employment rights (relating to parental leave, Working Time Directive, National Minimum Wage, non-discrimination, and unfair dismissal), awareness of the National Minimum Wage was the most widespread (91 per cent), and parental leave the least (52 per cent). Over three-quarters of respondents were aware of four or more of these rights when provided with a direct prompt, however. Again, there is a positive relationship between individuals' own assessment of their awareness/knowledge levels, and the number of rights of which they claim awareness when prompted.

Looking at personal characteristics:

- **Women** generally assess their awareness/knowledge as higher than men. In practice, however, men are more likely to demonstrate informed awareness (eg by naming an employment right).
- **Non-white** individuals are slightly less confident in their self-assessed levels of awareness/knowledge, but their actual pattern of informed awareness is very similar to that of their white counterparts.

- Levels of informed awareness peak in the **36-45 age group**, and among those with the highest levels of qualification.

As far as variations by job characteristics are concerned:

- Those in **managerial and professional occupations** have the highest levels of self-assessed awareness/knowledge, and the highest levels of informed awareness in practice.
- Higher levels of both self-assessed awareness/knowledge and informed awareness are found in the **public administration**, education and health sectors, and in **business and financial services**.
- **Permanent employees** have higher levels of self-assessed awareness/knowledge than temporary staff, and higher actual levels of informed awareness.
- Similarly, **union members** believe themselves to have higher levels of awareness/knowledge and this belief is reflected in higher levels of informed awareness.

Respondents with experience of employment problems at work tend to assess themselves as having lower than average levels of awareness/knowledge about employment rights, but their level of informed awareness (as tested by their ability to name such rights) is actually higher than average.

This chapter introduces the study's findings by providing a breakdown of individuals' responses to generic questions about their employment rights (later chapters examine specific 'groups' of rights). In particular, the chapter examines the relationships between individuals' perceptions of their own levels of awareness and knowledge on the one hand, and actual levels of awareness on the other, as assessed by a range of questioning techniques (see Section 2.2 above for more details of the types of questions used here).

3.1 Awareness and knowledge — a summary

The research brief for this study emphasised the need to establish the extent to which individuals were aware of their rights at work, at the broadest level. The research also sought to distinguish between those with simply an awareness or 'sense' of their entitlements and those who had specific knowledge of their rights.

Awareness can be said to be a pre-requisite of knowledge if, for substantive knowledge to exist, an individual must be aware of that area of law. The questionnaire was designed to test awareness of each specific topic (*ie* each specific group of rights) before moving on to test knowledge. Individuals who were unable to demonstrate 'awareness', in this sense, were filtered out of subsequent knowledge questions. This design was implemented in order to reduce the number of individuals making uninformed guesses to the specific knowledge testing questions, which were a mixture of multiple choice and open questions. For a fuller

discussion of this issue and the way in which awareness and knowledge have been conceptualised in this study, see Section 2.1.

3.2 Self-assessed awareness and knowledge

The first test of an individual's awareness was their response to the question:

'Very generally, how well informed do you feel about your rights at work?'

Four response options were available. The results are presented in Table 3.1. As this demonstrates, the majority of the sample (almost 70 per cent) believed themselves to be very well or well informed.

Dependent on their response to the question on self-assessed awareness, respondents were then asked one of two questions designed to test their levels of self-assessed knowledge. Each question had three response categories. Details of the filtering and the overall responses are presented in Table 3.2. Approximately one-quarter of the sample felt that they did not need to know more than they already did, whereas half felt they would like to know more.

Table 3.1: How well informed do you feel about your rights at work?

Self-assessed awareness	%
a) Very well informed	12.0
b) Well informed	56.7
c) Not very well informed	25.0
d) Not well informed at all	6.4
Unweighted base (n = 100%)	1,000

Table 3.2: Respondents' self-rated knowledge of employment rights

Response to self-assessed awareness question	Self-assessed level of knowledge	%
Very well informed or well informed	i) I know a lot about my rights at work	17.0
	ii) I could know more and would like to be able to find out more	30.0
	iii) I could know more but don't feel I need to	21.6
Not very well informed or not well informed at all	iv) I don't know much but I know where to go for advice	9.3
	v) I don't know nearly enough and would like to know more	19.2
	vi) I don't know much and am not interested	2.8
Unweighted base (n = 100%)		1,000

By combining the responses to these two sets of questions, a single measure of an individual’s self-assessed awareness **and** knowledge was produced. The way this variable was constructed and the distribution of respondents across the variable is presented in Table 3.3. As the figures demonstrate, over half the sample fall into the ‘*well informed but could know more*’ category.¹

Table 3.3: Levels of self-assessed awareness and knowledge in combination

Responses used to construct category		Level of awareness/knowledge	%
Self-assessed awareness	Self-assessed knowledge		
a or b	i	Well informed and knowledgeable	17.0
	ii or iii	Well informed but could know more	51.6
c or d	iv or v	Not well informed and could know more	28.6
	vi	Not well informed and not interested	2.8
		Unweighted base (n = 100%)	1,000

3.3 Informed awareness

Having examined respondents’ own self-assessment of their levels of awareness and knowledge about employment rights, they were asked a set of questions which aimed to test their levels of informed awareness. The questions were designed to elicit three different levels of informed awareness — unprompted, partly prompted and fully prompted (see Section 2.1.1 above).

3.3.1 Unprompted/partly prompted awareness

Respondents were asked:

‘Can you tell me of any laws that protect your rights at work?’

If at this point they were unable to do so, respondents were provided with a prompt, which was an example of an entitlement:

‘For example, one law is that you are entitled to a written statement of your terms and conditions of employment.’

The same prompt was provided to all respondents who were unable to name a right unprompted. The responses to these questions are presented in Table 3.4. As this table demonstrates, almost half of the respondents were able to name at least one law or entitlement without prompting. Following a prompt, this increased to almost two-thirds.

¹ For simplicity, the combined variable is used throughout the rest of this report to summarise our findings on self-assessed awareness and knowledge.

Table 3.4: Unprompted and partly prompted awareness?

Level of awareness	%
Named a law/right without any prompting	49.4
Named a law/right after an example given	14.4
Could not name a law/right	36.2
Unweighted base (n = 100%)	1,000

It is also interesting to note the areas of law that individuals provided as evidence of their informed awareness. Table 3.5 presents the breakdown of these answers, combining both partly prompted and unprompted responses. As this table shows, the most common responses (by some margin) were examples of legislation relating to working time, health and safety and discrimination.

Table 3.5: Type of law named as evidence of informed awareness (for both unprompted and partly prompted responses)

Employment right/law	Respondents citing right/law (as % of all respondents)
Working Time Directive	24.4
Health and safety	23.6
Anti discrimination legislation	22.1
Redundancy	6.1
National Minimum Wage	5.6
Maternity rights	4.0
Time off for emergencies	3.4
Written contract/terms and conditions	1.3
Factories/railways acts	1.2
Paternity Leave	1.2
Unfair Dismissal	1.1
Parental Leave	0.9
Employment Act	0.9
Statutory Sick Pay	0.6
Data Protection Act	0.4
Trade union rights	0.4
Employment Rights Act	0.2
Other	3.9
Unweighted base (n = 100%)	1,000

Note: Percentages provided relate to the number of individuals citing each type of law. As individuals were able to cite more than one law/right, these do not sum to 100 per cent.

3.3.2 Prompted awareness of specific rights

Individuals were asked a series of questions about five different areas of law. Each question began by providing details of a specific right/entitlement in one of the areas, then asked the respondent:

‘Were you aware of this right?’

The responses to these questions are displayed, by the area of rights concerned, in Table 3.6. From this table it appears that levels of prompted awareness vary considerably by the specific right concerned. In particular, awareness among the sample of the National Minimum Wage is the most widespread of the five rights covered, and awareness of parental leave the least widespread.

Table 3.6: Prompted awareness

Area of rights	Specific legislation/right	Aware of right?			Unweighted base (n = 100%)
		Yes (%)	Don't know (%)	No (%)	
Work-life balance	Parental leave	51.8	47.9	0.3	1,000
Working time	Working Time Directive	72.2	25.3	2.5	1,000
Terms and conditions	National Minimum Wage	96.3	3.6	0.1	1,000
Anti discrimination legislation	Generic right not to be discriminated against	90.8	8.6	0.5	1,000
Unfair dismissal	Right not to be unfairly dismissed	90.0	9.2	0.8	1,000

As all respondents were asked the prompted awareness questions, it is also possible to produce a composite variable of prompted awareness by adding together the number of prompted awareness questions to which the individual responded ‘yes’ – with a maximum score of five. The breakdown of this composite variable is presented in Table 3.7. Over three-quarters of respondents were aware of four or more rights when provided with a direct prompt.

Table 3.7: Prompted awareness ‘scores’

Score (number of laws/rights respondent is aware of: max = 5)	% of respondents
0	0.1
1	1.4
2	7.2
3	16.1
4	38.8
5	36.4
Unweighted base (n = 100%)	1,000

3.4 Informed awareness compared with self-assessed awareness and knowledge

This section presents comparisons between respondents' self-assessed levels of awareness/knowledge and their actual levels of informed awareness as measured by:

- whether or not respondents could name an employment law or right
- how many such laws/rights they could identify (unprompted or partly prompted), and
- how many of the five specific examples they could give (when prompted).

The first comparison is that between self-assessed awareness and whether respondents could name an employment law or right. This is presented in Table 3.8, and confirms that those who assess themselves as generally well informed, are also more likely in practice to be able to name an employment law or right, suggesting that there is some correlation between respondents' assessment of their own awareness levels, and their actual levels of awareness. Thus, at one extreme over 70 per cent of those who regard themselves as well informed or very well informed could name a law or right, compared with only just over half this proportion who regarded themselves as 'not well informed at all'.

When this same comparison is made with levels of self-assessed awareness/knowledge combined (see Table 3.9) a similar relationship is in evidence.

In response to the informed awareness questions, individuals were asked to name as many rights as they could. The breakdown of how many rights individuals were able to name (unprompted or partly prompted) is presented in Table 3.10, and compared with their self-assessed awareness. Once again, there is a clear relationship in the expected direction, with those who regard themselves as well-informed or very well-informed able to cite, on

Table 3.8: Self-assessed awareness, by level of informed awareness

Level of informed awareness	Self-assessed awareness			
	Very well informed (%)	Well informed (%)	Not very well informed (%)	Not well informed at all (%)
Named a law/right without prompting or after an example given	70.3	70.4	50.6	36.5
Could not name a law/right	29.7	29.6	49.4	63.5
Unweighted base (n = 100%)	125	561	243	71

Table 3.9: Self-assessed awareness/knowledge combined by level of informed awareness

Level of informed awareness	Self-assessed awareness/knowledge			
	Well informed and knowledgeable	Well informed but could know more	Not well informed and could know more	Not well informed and not interested
	(%)	(%)	(%)	(%)
Named a law/right without prompting or after an example given	76.2	68.5	48.6	39.3
Could not name a law/right	23.8	31.5	51.4	60.7
Unweighted base (n = 100%)	187	499	287	27

Table 3.10: Self-assessed awareness, by number of rights named

Number of rights named	Self-assessed awareness			
	Very well informed (%)	Well informed (%)	Not very well informed (%)	Not well informed at all (%)
0	29.9	29.6	49.4	63.5
1	35.9	38.2	34.8	31.7
2	23.1	23.4	12.6	
3	6.8	6.3	2.8	4.8
4	1.7	1.4	0.4	
5	0.9	0.7		
6		0.4		
7				
8	1.7			
Unweighted base (n = 100%)	125	561	243	71

average, a larger number of rights, than those who saw themselves as not very well informed, or not well informed at all.

Similarly, when this same comparison is made for the self-assessed awareness/knowledge combined variable, the same pattern emerges, as shown in Table 3.11.

The third comparison made is between prompted awareness scores (how many of the five specified rights/laws respondents were aware of) and levels of self-assessed awareness. As Table 3.12 shows, individuals who rated themselves as very well or well informed, are also likely to receive a higher prompted awareness score. However, these data are unable to determine the causal nature of the relationship, *ie* whether individuals who perceive themselves as more aware are more likely to respond positively to

Table 3.11: Self-assessed awareness/knowledge combined, by number of rights named

Number of rights named	Self-assessed awareness/knowledge combined			
	Well informed and knowledgeable (%)	Well informed but could know more (%)	Not well informed and could know more (%)	Not well informed and not interested (%)
0	23.8	31.5	51.4	58.6
1	39.3	37.2	35.1	27.6
2	26.2	22.5	9.9	10.3
3	5.4	6.7	3.2	3.4
4	1.8	1.4	0.4	
5	2.4	0.4		
6		0.4		
7				
8	1.2			
Unweighted base (n = 100%)	187	499	287	27

Table 3.12: Self-assessed awareness, by prompted awareness score

Score (number of laws/rights respondent is aware of: max = 5)	Self-assessed awareness			
	Very well informed (%)	Well informed (%)	Not very well informed (%)	Not well informed at all (%)
0			0.4	
1	0.8	0.9	1.6	6.3
2	3.4	5.2	13.8	6.3
3	12.7	12.1	22.3	31.7
4	26.3	40.6	40.1	41.3
5	56.8	41.2	21.9	14.3
Unweighted base (n = 100%)	125	561	243	71

prompts or vice versa, or whether other factors (eg general levels of personal confidence) are responsible.

When prompted awareness scores are compared with self-assessed awareness/knowledge combined, the results are very similar, however, the group falling into the category: '*not well informed and not interested*' appear to score higher on the prompted awareness scale than might be expected (see Table 3.13). Specifically, over 30 per cent score the maximum five, compared to only 19 per cent of those in the category: '*not well informed and could know more*'. However, it should be noted that this is a relatively small group (only 27 respondents in the unweighted sample in total) so caution should be exercised in drawing conclusions from this finding.

Table 3.13: Self-assessed awareness/knowledge combined by prompted awareness score

Score (number of laws/rights respondent is aware of: max = 5)	Self-assessed awareness/knowledge combined			
	Well informed and knowledgeable (%)	Well informed but could know more (%)	Not well informed and could know more (%)	Not well informed and not interested (%)
0			0.4	
1	0.6	1.0	2.5	3.4
2	3.6	5.3	12.8	6.9
3	11.3	12.5	24.2	27.6
4	30.4	40.8	40.9	31.0
5	54.2	40.4	19.2	31.0
Unweighted base (n = 100%)	187	499	287	27

3.5 Individual characteristics and levels of awareness/knowledge

In this section, the individual characteristics of respondents are examined for any emerging patterns against two key variables:

- levels of self-assessed awareness and knowledge (using the combined variable defined in Table 3.3 above), and
- levels of informed awareness (measured by whether or not the individual can name any employment right or law, unprompted or partly prompted).

3.5.1 Personal characteristics

Table 3.14 gives a breakdown of self awareness/knowledge (combined) by personal characteristics. Table 3.15 does the same for informed awareness. A comparison of the two tables, therefore, enables us to see how groups differ in relation to their own assessments of their levels of awareness/knowledge on the one hand and a more impartial assessment of these levels, namely informed awareness, on the other hand.

The results of these comparisons are as follows:

- *Gender*: women generally assess their awareness/knowledge as higher than men (in particular, they are more likely to regard themselves as well informed and knowledgeable). In practice, however, men are more likely to demonstrate informed awareness.
- *Ethnic origin*: non-white individuals appear slightly less confident in their self-assessed levels of awareness/

knowledge, but their actual pattern of informed awareness is very similar to that of their white counterparts.

- *Age*: there is no clear pattern of self-assessed awareness/knowledge with age, although generally speaking confidence appears to be higher among older respondents. Levels of informed awareness, however, peak in the 36-45 age group, with those in the youngest and oldest groups the least informed.
- *Qualification levels*: there is no clear strong pattern of self-assessed awareness/knowledge by qualification. Informed awareness, however, is highest among those with the highest levels of qualification (NVQ 4 or 5 or equivalent), and lowest among those with no qualifications.

Table 3.14: Self-assessed awareness, by personal characteristics

Personal characteristic	Self-assessed awareness/knowledge combined				Unweighted base (n = 100%)
	Well informed and knowledgeable	Well informed but could know more	Not well informed and could know more	Not well informed and not interested	
Gender (%)					
Male	13.8	54.9	27.3	4.1	444
Female	21.3	47.4	30.1	1.2	556
Ethnic origin (%)					
White	17.6	51.7	27.7	2.9	949
Non-white	5.6	53.7	38.9	1.9	45
Age (%)					
16-25	12.1	48.2	36.9	2.8	139
26-35	17.6	48.7	29.4	4.3	273
36-45	14.4	54.1	30.4	1.1	276
46-55	22.1	53.2	23.0	1.8	228
56-64	17.8	53.4	20.5	8.2	81
Highest qualification (%)					
No qualifications	17.3	50.0	27.6	5.1	150
NVQ 1	15.9	55.7	23.9	4.5	96
NVQ 2	19.2	46.0	33.1	1.7	221
NVQ 3	17.0	46.4	35.3	1.3	173
NVQ 4	15.0	59.1	22.7	3.1	283
NVQ 5	18.8	50.7	26.1	4.3	66

Note: all percentages are row percentages.

Table 3.15: Informed awareness, by personal characteristics

Personal characteristic	Informed awareness		Unweighted base (n = 100%)
	Named a law/right without prompting or after an example given	Could not name a law/right	
Gender (%)			
Male	67.2	32.8	444
Female	58.1	41.9	556
Ethnic origin (%)			
White	63.5	36.5	949
Non-white	61.1	38.9	45
Age (%)			
16-25	53.9	46.1	139
26-35	59.1	40.9	273
36-45	71.1	28.9	276
46-55	68.3	31.4	228
56-64	55.6	44.4	81
Highest qualification (%)			
No qualifications	35.7	64.3	150
NVQ 1	62.5	37.5	96
NVQ 2	60.3	39.7	221
NVQ 3	60.1	39.9	173
NVQ 4	73.4	26.6	283
NVQ 5	83.8	16.2	66

Note: all percentages are row percentages.

3.5.2 Employment characteristics

In this section, we look at how self-assessed awareness/knowledge and informed awareness vary with the characteristics of the respondent's employment (adopting the same approach as was used for personal characteristics in Section 3.5.1).

The results are presented in Tables 3.16 and 3.17, and the main findings are as follows:

- *Occupation:* patterns by occupation are likely, in part, to reflect patterns by educational level (see also the multivariate analysis in the Statistical Annex). Unsurprisingly, those in managerial and professional occupations had the highest levels of self-assessed awareness/knowledge, and also the highest levels of informed awareness in practice. At the other end of the spectrum, those in craft and other skilled manual,

personal and protective services, and other unskilled groups, gave themselves the lowest ratings of awareness/knowledge, and a similar pattern was reflected in their actual levels of informed awareness.

- *Sector*: the highest proportions who see themselves as both well informed and knowledgeable are to be found in the public administration, education and health sectors and in the business and financial services. These patterns are also reflected in the levels of informed awareness, which are higher than average in these sectors.
- *Size of workplace¹*: there is no clear pattern with regard either to self-assessed levels of awareness/knowledge or to informed awareness. However, those at large workplaces (500-plus employees) demonstrated the highest levels of informed awareness in practice.
- *Employment status*: permanent employees believe themselves to have higher levels of awareness/knowledge than their counterparts with temporary positions and this is reflected in their actual levels of informed awareness.
- *Working hours*: there is no clear pattern of variation in levels of self-assessed awareness/knowledge by working time, but full-time employees working over 35 hours per week have the highest levels of informed awareness in practice.
- *Union membership*: union members believe themselves to have higher levels of awareness/knowledge and this belief is also reflected in their actual levels of informed awareness.

¹ Note: although information was collected on both workplace (establishment) and organisation (enterprise) size, many respondents (in multi-site organisations) could not estimate the size of their organisation, and we have, therefore, in most of the analysis, used the workplace-based variable.

Table 3.16: Self-assessed awareness, by employment characteristics

Employment characteristic	Self-assessed awareness/knowledge combined				Unweighted base (n = 100%)
	Well informed and knowledgeable	Well informed but could know more	Not well informed and could know more	Not well informed and not interested	
Occupation (%)					
Managerial/admin	20.9	57.6	19.8	1.7	183
Professional/technical	23.6	47.9	27.1	1.4	196
Assoc. professional/technical	18.6	47.4	32.0	2.1	96
Clerical/secretarial	16.8	50.4	28.5	4.4	158
Craft/skilled manual	9.6	40.4	43.0	7.0	84
Personal/protective services	12.2	55.6	32.2		71
Sales	17.6	61.2	20.0	1.2	69
Plant/machine operatives	18.4	59.2	21.1	1.3	28
Other unskilled	12.5	45.3	39.1	3.1	101
Sector (%)					
Primary & extractive	*	61.1	27.8	0.0	21
Manufacturing, utilities & constr.	12.1	57.6	28.8	1.6	198
Distribution, catering, transport etc.	18.4	46.9	30.5	4.2	234
Business and financial services	22.3	47.9	26.6	3.2	99
Public admin, education and health	22.6	52.2	23.0	2.2	313
Other services	18.3	53.3	25.0	3.3	68
Size of workplace (no. of employees) (%)					
Under 15	19.0	49.7	27.2	4.1	173
15-49	16.1	43.7	38.5	1.7	198
50-199	21.8	51.5	24.3	2.4	211
200-499	14.0	65.0	18.9	2.1	123
500-1,999	21.8	56.4	20.9	0.9	105
2,000+	18.1	51.8	25.3	4.8	91
Employment status (%)					
Permanent	18.4	52.4	26.7	2.5	885
Temporary	8.6	48.4	39.8	3.1	102
Working time (%)					
Under 16 hours p.w.	27.8	40.7	24.1	7.4	75
16-34 hours p.w.	15.0	57.1	26.3	1.5	174
35 + hours p.w.	16.7	51.4	29.2	2.7	751
Union membership (%)					
Member	19.0	58.8	20.3	2.0	333
Non-member	16.6	47.8	32.8	2.8	642

Note: all percentages are row percentages.

* = fewer than five cases in cell.

Table 3.17: Informed awareness by employment characteristics

Employment characteristic	Informed awareness		Unweighted base (n = 100%)
	Named a law/right without prompting or after an example given	Could not name a law/right	
Occupation (%)			
Managerial/admin	80.8	19.2	183
Professional/technical	73.4	26.6	196
Assoc. professional/technical	68.7	31.3	96
Clerical/secretarial	56.9	43.1	158
Craft/skilled manual	51.8	48.2	84
Personal/protective services	47.8	52.2	71
Sales	62.4	37.6	69
Plant/machine operatives	63.6	36.4	28
Other unskilled	42.9	57.1	101
Sector (%)			
Primary & extractive	52.6	47.4	21
Manufacturing, utilities & constr.	64.2	35.8	198
Distribution, catering, transport <i>etc.</i>	62.8	37.2	234
Business and financial services	69.1	30.9	99
Public admin, education and health	66.4	33.6	313
Other services	53.3	46.7	68
Size of workplace (no. of employees) (%)			
Under 15	57.1	42.9	173
15-49	58.9	41.1	198
50-199	64.6	35.4	211
200-499	66.4	33.6	123
500-1999	72.1	27.9	105
2000+	72.0	28.0	91
Employment status (%)			
Permanent	64.1	35.9	885
Temporary	58.9	41.1	102
Working time (%)			
Under 16 hours p.w.	53.7	46.3	75
16-34 hours p.w.	51.1	48.9	174
35 + hours p.w.	66.0	34.0	751
Union membership (%)			
Member	65.7	34.3	333
Non-member	62.1	37.9	642

Note: all percentages are row percentages.

3.5.3 Experience of problems at work

In this section, levels of self-assessed awareness/knowledge and informed awareness are related to whether an individual reports having experienced a problem at work over the last five years.¹ By comparing the results from Tables 3.18 (self-assessed awareness/knowledge) and Table 3.19 (informed awareness), it appears that individuals with experience of problems at work rate themselves as significantly less aware/knowledgeable (see also the multivariate analysis in the Statistical Annex). This result is slightly counter intuitive, although it may indicate that it is experience of a problem which actually reveals to an individual that their awareness of their rights and the legal situation is low. In terms of actual levels of informed awareness, however, those with experience of such problems are somewhat more likely to demonstrate informed awareness. Overall then, the data are consistent with the possibility that experience of problems at work does in fact increase awareness, although it may also make respondents more 'modest' in assessing their own awareness levels.

Table 3.18: Self-assessed awareness/knowledge, by experience of problems at work

Experience of problem at work	Self-assessed awareness/knowledge combined				Unweighted base (n = 100%)
	Well informed and knowledgeable	Well informed but could know more	Not well informed and could know more	Not well informed and not interested	
Had experience in last five years (%)	8.8	40.6	48.1	2.5	164
No experience (%)	18.6	53.7	24.8	2.9	836

Note: all percentages are row percentages.

Table 3.19: Informed awareness by experience of problems at work

Experience of problem at work	Informed awareness		Unweighted base (n = 100%)
	Named a law/right without prompting or after an example given	Could not name a law/right	
Had experience in last five years (%)	69.6	30.4	164
No experience (%)	62.1	37.9	836

Note: all percentages are row percentages.

¹ For a fuller analysis of respondents' experience of problems at work, see Chapter 10.