

SELECTION OF RESPONDENT

IntroA.

Good morning / afternoon / evening. My name is _____, calling on behalf of London Metropolitan University from IFF Research. We are carrying out research about people's work-related experiences. The aim is to bring your views to the attention of policy makers to help improve people's working lives.

Reassurances to use if necessary

The survey takes around 15 to 20 minutes to complete on average. Your telephone number has been randomly selected by computer.

In accordance with the British legal codes regulating confidentiality issues in academic research, anything you tell us will be treated in the strictest confidence and none of your answers will be attributed to you personally.

This research is sponsored by the independent Economic and Social Research Council.

If you wish to obtain further information on this research, please contact Professor Anna Pollert or Dr Surhan Cam from London Metropolitan University.

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Or you can call Catherine Mottram or Zehra Koroglu at IFF on 020 7250 3035

If you want to check IFF's credentials then you can call the Market Research Society on 0500 396 999

We're looking to speak to adults aged 16 or older who work for an employer either full-time or part-time, or who have done at any stage in the past 3 years. Do you fit that description?

Yes	1	GO TO INTROB
No	2	
Refusal	4	THANK & CLOSE - REFUSAL

IntroB.Text if IntroA/1: **And how many other people in this household fit that description?**Text if IntroA/2: **Does anyone else in this household fit that description? IF YES: How many?**

TYPE IN NUMBER (0 TO 15): _____

Refused	THANK & CLOSE - REFUSAL
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NODUM: Dummy variable – total number of workers in household

1	1	GO TO ROUTING BEFORE A1.
2	2	
3	3	
4	4	
5+	5	

IF 1 WORKER, NOT RESPONDENT (NODUM/1 & INTROA/2). OTHERS GO TO INSTRUCTIONS ABOVE A2

A1. Would it be possible to speak to that person?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
“Worker” not available	2	GO TO APPOINTMENTS SCREEN (B1)
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

IF >1 WORKER, NOT RESPONDENT (NODUM/>1 & INTROA/2). OTHERS GO TO A3

A2. Would it be possible to speak to one of those people now?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
No “workers” available	2	GO TO APPOINTMENTS SCREEN (B2)
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

IF RESPONDENT IS WORKER (INTROA/1).

- A3 I'd like to ask you some more questions. On average the interview takes around 15 to 20 minutes or less. Would it be OK to continue now?**

Yes	1	ASK S2
No – call back	2	GO TO APPOINTMENTS SCREEN. (B1 OR B2)
No - refused	3	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE. OTHERWISE CHECK A4

IF 2 WORKERS, INCLUDING RESPONDENT BUT RESPONDENT REFUSED (NODUM/2 & A3/3). OTHERS GO TO INSTRUCTIONS ABOVE A5

- A4. Would it be possible to speak to the other person?**

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
"Worker" not available	2	GO TO APPOINTMENTS SCREEN (B1)
Proxy refusal	3	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	4	THANK & CLOSE – N/A
Other outcome	5	WRITE IN. RED FLAG FOR PILOT

IF >2 WORKER, INCLUDING RESPONDENT BUT RESPONDENT REFUSED (NODUM/>2 & A3/3)

- A5. Would it be possible to speak to one of the other people now?**

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
No "workers" available	2	GO TO APPOINTMENTS SCREEN (B2)
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

APPOINTMENTS

IF 1 WORKER, NOT AVAILABLE NOW (A1/2 or A3/2) OR 2 WORKERS BUT RESPONDENT HAS REFUSED (A4/2)

- B1 Before I go, can I just ask you one quick question. We are looking to speak to people who have experienced difficulties, concerns or worries in a job during the last three years. They need to have been earning less than <text sub annual salary for region> per year and not covered by a trade union at the time.**

TEXT SUBSTITUTION. IF RESPONDENT IS SOLE WORKER: **Do you / IF SOLE WORKER IS NOT RESPONDENT: To the best of your knowledge, does the worker in the household)... fit this description?**

Yes	1	Put household in priority queue 3 for call backs if sole worker not respondent Put household in priority queue 1 for call backs if sole worker is respondent
Possibly	2	Put household in priority queue 5 for call backs
No Idea/ Really don't know	3	Put household in priority queue 7 for call backs
Definitely Not	4	Thank and close

RECORD NAME OF RESPONDENT TO CALL BACK

RECORD CALL BACK RESPONDENT GENDER

Male	1	
Female	2	

ASK IF 2+ WORKERS, NONE AVAILABLE NOW (A2/2) OR 3+ WORKERS BUT RESPONDENT HAS REFUSED (A5/2)

- B2 Before I go, can I just ask you one quick question. We are looking to speak to people who have experienced difficulties, concerns or worries in a job (when they worked for an employer) during the last three years. They need to have been earning less than <text sub annual salary for region> per year and not covered by a trade union at the time.**

Do any of the workers in your household fit this description?

Yes	1	Put household in priority queue 2 for call backs if respondent does not fit description Put household in priority queue 1 for call backs if respondent fits description
Possibly	2	Put household in priority queue 4 for call backs
No Idea/ Really don't know	3	Put household in priority queue 6 for call backs
Definitely Not	3	Thank and close

RECORD NAME OF 1st RESPONDENT TO CALL BACK

RECORD 1st CALL BACK RESPONDENT GENDER

Male	1	
Female	2	

REPEAT ABOVE UNTIL NO MORE "WORKERS" AVAILABLE

Priority Queues	
1	Respondent - eligible
2	Multiple workers – proxy eligible
3	Single worker – proxy eligible
4	Multiple workers – proxy <i>possibly</i> eligible
5	Single worker – proxy <i>possibly</i> eligible
6	Multiple workers – proxy no idea if eligible
7	Single worker – proxy no idea if eligible

CALL BACKS

- C1 Good morning / afternoon / evening. My name is _____, calling on behalf of London Metropolitan University from IFF Research calling from IFF Research. We are carrying out research about people's work-related experiences. The aim is to bring your views to the attention of policy makers to help improve people's working lives. Could I please speak to ...** TEXT SUBSTITUTION: NAMED RESPONDENT(S)...?

Reassurances to use if necessary

The survey takes around 15 to 20 minutes to complete on average. Your telephone number has been randomly selected by computer.

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Yes - speaking	1	GO TO TRANSFERS SCREEN
Yes – transfer	2	
No – not available	3	ARRANGE CALL BACK

RECORD WHICH CALL BACK RESPONDENT TRANSFERRED TO

Respondent 1	1	
Respondent 2	2	
Respondent 3	3	
Respondent 4	4	
Respondent 5	5	

Dummy variable – any other potential respondents available

Yes	1	
No	2	

TRANSFERS

D1 Good morning / afternoon / evening. My name is _____, calling on behalf of London Metropolitan University from IFF Research. We are carrying out research about people's work-related experiences. The aim is to bring your views to the attention of policy makers to help improve people's working lives.

Reassurances to use if necessary

The survey takes around 15 to 20 minutes to complete on average. Your telephone number has been randomly selected by computer.

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I would like to ask you some questions. On average the interview takes around 15 to 20 minutes, but can be less. Would it be ok to continue now?

Yes – and happy to continue	1	GO TO S2
Yes, but call back at a better time	2	GO TO B1 OR B2
No	3	GO TO D2
Refusal	4	GO TO D2

D2 As I said earlier, we're looking to speak to adults aged 16 or older who work for an employer either full-time or part-time, or who have done at any stage in the past 3 years. Is there anyone else in your household who fits that description?

Yes	1	GO TO D3
No	2	THANK & CLOSE
Refusal	4	THANK & CLOSE - REFUSAL

IF THERE ARE OTHER WORKERS IN HOUSEHOLD (D2 = 1)

D3 How many other people fit the description?

1	1	GO TO D4
More than 1	2	GO TO D5

IF THERE IS ONE OTHER WORK IN HOUSEHOLD (D2 = 1)

D4 Would it be possible to speak to the other person?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
"Worker" not available	2	GO TO APPOINTMENTS SCREEN (B1)
Proxy refusal	3	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	4	THANK & CLOSE – N/A
Other outcome	5	WRITE IN. RED FLAG FOR PILOT

IF THERE IS MORE THAN ONE OTHER WORK IN HOUSEHOLD (D2 = 1)

D5 Would it be possible to speak to one of the other people now?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
No "workers" available	2	GO TO APPOINTMENTS SCREEN (B2)
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

SCREENING QUESTIONS

ASK SELECTED WORKER

S2 Have any of the following been a difficulty, concern or problem to you in any job you have had in the past three years?

READ OUT

MULTIPLE RESPONSE (EXCEPT 'NONE OF THE ABOVE' CAN ONLY BE SINGLE).
INTERVIEWER CODE NONE IF NONE OF THE PROBLEMS.

INTERVIEWER NOTE: Discrimination against others which affected the respondent : code under "work relations"

Pay, such as not being paid the correct amount, not being paid regularly, or not receiving pay for holidays or overtime, etc.	1	ASK S2a
Job Security, such as fear of unfair dismissal or being forced to quit	2	
Opportunities	3	
Discrimination towards yourself	4	
Taking time-off	5	
Working hours	6	
Workload	7	
Health and Safety	8	
Concerns relating to your contract or job description	9	
Work relations, such as stress or bullying	10	
None of the above	11	<p>IF NO PROBLEMS AND SOLE WORKER (S2/NULL or DK & NODUM/1) THANK AND CLOSE.</p> <p>IF NO PROBLEMS AND >1 WORKER IN HOUSEHOLD (S2/NULL or DK & NODUM/>1) Go to S5a or S5b.</p>

ASK IF HAD CONCERNS (S2/NOT NONE OR DK)

S2a Did these concerns occur only in one job in the last three years, or in more than one job?

One	1	GO TO INSTRUCTIONS ABOVE S3
Two	2	
More than two	3	
Don't know	4	
Refused	5	

ASK IF HAD CONCERNS (S2/NOT NONE OR DK)

S3 text if more than one job (S2a/2 or 3): I'd now like you to think about the ONE job over the last 3 years where you had your main concerns or difficulties. At the time when you had the concerns in that job, were you working full or part time?

text if not more than one job (S2a/1 or 4 or 5): At the time when you had the concerns in that job, were you working full or part time?

Full time	1	GO TO S3A
Part time	2	GO TO S3B
Don't know	3	GO TO S3A
Refused	4	

ASK S3a IF RESPONDENT WAS FULL TIME WORKER (S3/NOT 2). PART TIME WORKERS (S3/2) GO TO S3b

S3a We are looking to speak to people across different income levels, so before I continue can I just check, in the job where you had the [text sub if more than one job (S2a/2 or 3): main] concerns, did you earn more or less than £XX,XXX (INSERT FROM TABLE AT END OF SCREENER) per year before tax?

IF NECESSARY: **The weekly equivalent is £XXX (INSERT FROM TABLE AT END OF SCREENER) per week, before tax.**

More	1	IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT "SOLE WORKER" (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND "SOLE WORKER" (NODUM/1) THANK AND CLOSE.
Less / about the same	2	GO TO S4
Don't know	3	
Refused	4	IF "SOLE WORKER" (NODUM/1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B..

IF RESPONDENT WAS PART TIME WORKER (S3/2) THEN ASK S3b.

S3b We are looking to speak to people across different income levels, so before I continue can I just check, in the job where you had the concerns, did you earn more or less than £XX.XX (INSERT FROM TABLE AT END OF SCREENER) per hour, before tax?

IF NECESSARY: **The weekly equivalent is £XXX (INSERT FROM TABLE AT END OF SCREENER) per week, before tax.**

More	1	IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT "SOLE WORKER" (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND "SOLE WORKER" (NODUM/1) THANK AND CLOSE.
Less / about the same	2	GO TO S4
Don't know	3	
Refused	4	IF "SOLE WORKER" (NODUM/1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF LOW PAID WORKER (S3a/2 or 3, OR, S3b/2 or 3)

- S4** **Were you a member of a trade union at the time you had the concerns in that job?**
DO NOT READ OUT – PROBE FOR CORRECT CATEGORY.

Yes - trade union member	1	GO TO S4A
No – not trade union member	2	IF ONLY ONE JOB WITH CONCERNS (Q2A/1 OR 4 OR 5) GO TO QPROB_1 IF MORE THAN ONE JOB WITH CONCERNS (Q2A/2 OR 3) GO TO S6
Unsure - was member of an organisation and paid subs / membership fee	3	GO TO S4A
Unsure - was member of an organisation but did NOT pay subs / membership fee	4	IF ONLY ONE JOB WITH CONCERNS (Q2A/1 OR 4 OR 5) GO TO QPROB_1 IF MORE THAN ONE JOB WITH CONCERNS (Q2A/2 OR 3) GO TO S6
Cannot remember	5	IF ONLY ONE JOB WITH CONCERNS (Q2A/1 OR 4 OR 5) GO TO QPROB_1 IF MORE THAN ONE JOB WITH CONCERNS (Q2A/2 OR 3) GO TO S6
Refused	6	IF “SOLE WORKER” (NODUM/1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF WAS A UNION MEMBER IN JOB WHERE HAD CONCERNS (S4/1 or 3). NON-MEMBERS WITH ONLY ONE JOB WITH CONCERNS GO TO QPROB_1, NON-MEMBERS WITH MORE THAN ONE JOB WITH CONCERNS GO TO S6.

- S4a** **In that job, were you working in a workplace where there was a union which was involved in setting or negotiating pay and conditions?**

Yes	1	IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT “SOLE WORKER” (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND “SOLE WORKER” (NODUM/1) THANK AND CLOSE.
No	2	GO TO S4B
Don't know	3	<u>IF UNION MEMBER (S4/1):</u> IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT “SOLE WORKER” (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND “SOLE WORKER” (NODUM/1) THANK AND CLOSE. <u>IF UNSURE IF UNION MEMBER: (S4/3):</u> GO TO S4B
Refused	4	IF “SOLE WORKER” (NODUM/1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF WAS A UNION MEMBER IN JOB WHERE HAD CONCERNS (S4=1) AND NO UNION RECOGNISED BY EMPLOYER (S4A =2). OTHERS WITH ONLY ONE JOB WITH CONCERNS GO TO QPROB_1, OTHERS WITH MORE THAN ONE JOB WITH CONCERNS GO TO S6.

S4b And in that job, were *YOUR* pay and working conditions settled or negotiated by a union?

Yes	1	IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT "SOLE WORKER" (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND "SOLE WORKER" (NODUM/1) THANK AND CLOSE.
No	2	IF ONLY ONE JOB WITH CONCERNS (Q2A/1 OR 4 OR 5) GO TO QPROB_1 IF MORE THAN ONE JOB WITH CONCERNS (Q2A/2 OR 3) GO TO S6
Don't know	3	<u>IF UNION MEMBER (S4/1):</u> IF CONCERNS IN MORE THAN ONE JOB (S2A/2 OR 3) GO TO S3_2. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND NOT "SOLE WORKER" (NODUM/>1) GO TO S5A OR S5B. IF CONCERNS IN ONLY ONE JOB (S2A/1 OR 4 OR 5) AND "SOLE WORKER" (NODUM/1) THANK AND CLOSE. <u>IF UNSURE IF UNION MEMBER: (S4/3):</u> IF ONLY ONE JOB WITH CONCERNS (Q2A/1 OR 4 OR 5) GO TO QPROB_1 IF MORE THAN ONE JOB WITH CONCERNS (Q2A/2 OR 3) GO TO S6
Refused	4	IF "SOLE WORKER" (NODUM/1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

SECOND CHANCE IF MORE THAN ONE JOB WITH PROBLEMS IN LAST 3 YEARS

ASK IF MORE THAN ONE JOB (S2a/2 or 3) AND SCREENED OUT ON MAIN PROBLEMS (S3a/1, OR S3b/1, OR S4/3, OR S4a/1 or 3, OR S4b/1 or 3)

S3_2 text if two jobs (S2a/2): **I'd now like you to think about the OTHER job over the last 3 years where you had concerns or difficulties. In that other job, at the time when you had the concerns in that job, were you working full or part time?**

text if more than two jobs (S2a/1 or 3 or 4): **You said you had OTHER jobs over the last 3 years where you had concerns or difficulties. In your most recent OTHER job, at the time when you had the concerns in that job, were you working full or part time?**

Full time	1	GO TO S3A_2
Part time	2	GO TO S3B_2
Don't know	3	GO TO S3A_2
Refused	4	

ASK S3a_2 IF RESPONDENT WAS FULL TIME WORKER IN 2ND JOB (S3_2/NOT 2). PART TIME WORKERS (S3_2/2) GO TO S3b_2

S3a_2

We are looking to speak to people across different income levels, so before I continue can I just check, in this other job where you had the concerns, did you earn more or less than £XX,XXX (INSERT FROM TABLE AT END OF SCREENER) per year before tax? IF NECESSARY: The weekly equivalent is £XXX (INSERT FROM TABLE AT END OF SCREENER) per week, before tax.

More	1	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.
Less / about the same	2	GO TO S4_2
Don't know	3	
Refused	4	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

IF RESPONDENT WAS PART TIME WORKER IN 2ND JOB (S3_2/2) THEN ASK S3b_2.

S3b_2

We are looking to speak to people across different income levels, so before I continue can I just check, in the job where you had the concerns, did you earn more or less than £XX.XX (INSERT FROM TABLE AT END OF SCREENER) per hour, before tax?

IF NECESSARY: The weekly equivalent is £XXX (INSERT FROM TABLE AT END OF SCREENER) per week, before tax.

More	1	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.
Less / about the same	2	GO TO S4_2
Don't know	3	
Refused	4	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF RESPONDENT IS LOW PAID IN 2ND JOB (S3a_2/2 or 3 OR S3b_2/2 or 3)

S4_2 Were you a member of a trade union at the time you had the concerns in that job?

DO NOT READ OUT – PROBE FOR CORRECT CATEGORY.

Yes - trade union member	1	GO TO S4A_2
No – not trade union member	2	GO TO S6
Unsure - was member of an organisation and paid subs / membership fee		GO TO S4A_2
Unsure - was member of an organisation but did NOT pay subs / membership fee		GO TO S6
Cannot remember	3	IF “SOLE WORKER” (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.
Refused	4	IF “SOLE WORKER” (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF WAS A UNION MEMBER IN 2ND JOB WHERE HAD CONCERNS (S4_2/1 or 3).
NON-UNION MEMBERS GO TO QPROB_1

S4a_2

In that job, were you working in a workplace where there was a union which was involved in setting or negotiating pay and conditions?

Yes	1	IF “SOLE WORKER” (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.
No	2	GO TO S4B_2
Don't know	3	IF UNION MEMBER IN 2 ND JOB (S4_2/1): IF “SOLE WORKER” (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B. IF UNSURE IF UNION MEMBER IN 2 ND JOB (S4_2/3): GO TO S4B_2
Refused	4	IF “SOLE WORKER” (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

ASK IF WAS A UNION MEMBER IN 2ND JOB WHERE HAD CONCERNS (S4_2=1) AND NO UNION RECOGNISED BY EMPLOYER (S4A_2 =2). OTHERS GO TO QPROB_1

S4b_2

And in that job, were *YOUR* pay and working conditions settled or negotiated by a union?

Yes	1	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.
No	2	GO TO S6
Don't know	3	IF UNION MEMBER IN 2 ND JOB (S4_2/1): IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B. IF UNSURE IF UNION MEMBER IN 2 ND JOB (S4_2/3): GO TO S6
Refused	4	IF "SOLE WORKER" (NODUM=1) THANK AND CLOSE, OTHERWISE GO TO S5A OR S5B.

IF RESPONDENT IS INELIGIBLE

IF RESPONDENT IS INELIGIBLE AND 2 WORKERS IN HOUSE (NODUM=2)

S5a Would it be possible to speak to the other person in your household who has worked for an employer in the last three years?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
“Worker” not available	2	GO TO S5C FOR PROXY SCREENING
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

IF RESPONDENT IS INELIGIBLE AND >2 WORKERS IN HOUSE (NODUM/>2)

S5b Would it be possible to speak to one of the other people in your household who have worked for an employer in the last three years?

Yes – AVAILABLE.	1	TRANSFER TO D1. RE-INTRODUCTION
No “workers” available	2	GO TO S5D FOR PROXY SCREENING
Proxy refusal	4	THANK & CLOSE – PROXY REFUSAL
Not available in fieldwork period	5	THANK & CLOSE – N/A
Other outcome	6	WRITE IN. RED FLAG FOR PILOT

IF RESPONDENT IS INELIGIBLE BUT HOUSEHOLD HAS 2 WORKERS (NODUM=2) AND OTHER WORKER NOT CURRENTLY AVAILABLE TO TRANSFER TO (S5a/2)

- S5c Can I just check with you whether the other working person in your household might be eligible? We are looking to speak to people who have experienced difficulties, concerns or worries in a job during the last three years. They need to have been earning less than <text sub annual salary for region> per year and not covered by a trade union at the time. Would they fit this description, to the best of your knowledge?**

Yes	1	Put household in priority queue 3 for call backs
Possibly	2	Put household in priority queue 5 for call backs
No Idea/ Really don't know	3	Put household in priority queue 7 for call backs
Definitely Not	4	Thank and close – ineligible household

IF NOT ALREADY RECORDED ON PREVIOUS CALL, RECORD NAME OF RESPONDENT TO CALL BACK

RECORD CALL BACK RESPONDENT GENDER

Male	1	
Female	2	

IF RESPONDENT IS INELIGIBLE BUT HOUSEHOLD HAS >2 WORKERS (NODUM>2) AND NO OTHER WORKERS CURRENTLY AVAILABLE TO TRANSFER TO (S5b/2).

- S5d Can I just check with you whether any of the other working people in your household might be eligible? We are looking to speak to people who have experienced difficulties, concerns or worries in a job during the last three years. They need to have been earning less than <text sub annual salary for region> per year and not covered by a trade union at the time. Would any of the workers in your household fit this description, to the best of your knowledge?**

Yes	1	Put household in priority queue 2 for call backs
Possibly	2	Put household in priority queue 4 for call backs
No Idea/ Really don't know	3	Put household in priority queue 6 for call backs
Definitely Not	4	Thank and close – ineligible household

IF NOT ALREADY RECORDED ON PREVIOUS CALL RECORD NAME OF 1ST RESPONDENT TO CALL BACK

RECORD 1ST CALL BACK RESPONDENT GENDER

Male	1	
Female	2	

REPEAT UNTIL NO MORE “WORKERS” AVAILABLE

SUMMARY OF PROBLEMS

ASK IF RESPONDENT HAD PROBLEMS IN MORE THAN ONE JOB (S2a/2 or 3)

S6 Can I just check, which of these problems did you have in that job?

READ OUT IF NECESSARY

SHOW ONLY PROBLEMS CHOSEN AT S2

Pay, such as not being paid the correct amount, not being paid regularly, or not receiving pay for your holidays or for overtime	1	GO TO QPROB_1
Job Security	2	
Opportunities	3	
Discrimination towards yourself	4	
Taking time-off	5	
Working hours	6	
Workload	7	
Health and Safety	8	
Concerns relating to your contract or job-description	9	
Work relations, such as stress or bullying	10	

QPROB_1 DUMMY QUESTION to obtain list of all problems in that job

Pay-Related	1	If Q2a/1 or 4 or 5 AND S2/1 OR Q2a/2 or 3 AND S6/1
Job Security	2	If Q2a/1 or 4 or 5 AND S2/2 OR Q2a/2 or 3 AND S6/2
Opportunities	3	If Q2a/1 or 4 or 5 AND S2/3 OR Q2a/2 or 3 AND S6/3
Discrimination	4	If Q2a/1 or 4 or 5 AND S2/4 OR Q2a/2 or 3 AND S6/4
Taking Time-Off	5	If Q2a/1 or 4 or 5 AND S2/5 OR Q2a/2 or 3 AND S6/5
Working Hours	6	If Q2a/1 or 4 or 5 AND S2/6 OR Q2a/2 or 3 AND S6/6
Workload	7	If Q2a/1 or 4 or 5 AND S2/7 OR Q2a/2 or 3 AND S6/7
Health And Safety	8	If Q2a/1 or 4 or 5 AND S2/8 OR Q2a/2 or 3 AND S6/8
Contract	9	If Q2a/1 or 4 or 5 AND S2/9 OR, Q2a/2 or 3 AND S6/9
Work Relations	10	If Q2a/1 or 4 or 5 AND S2/10 OR Q2a/2 or 3 AND S6/10

**Salary/ wage rate table – worked out via STD code
Earnings' Thresholds* (£)**

		Hourly	Weekly	Yearly
LONDON AND SOUTHEAST	Part-time	6.40	120	6200.0
	Full-time	10.40	425	22100.0
REST OF THE COUNTRY	Part-time	5.30	103	5400.0
	Full-time	8.20	341	17700.0

*Weighted average of gross median earnings for 2001, 2002 and 2003 (LFS)

PROBLEMS AT WORK

Intro2 I'd now like to ask you a little more detail about the difficulties, concerns or worries you have had in that **ONE** job over the last 3 years.

ASK ALL

Q1 Can I just check, is the job we are talking about...
 READ OUT. SINGLE RESPONSE

Your present job	1	Go to instructions above Q2
Your most recent job (if not employed at the moment)	2	
Or in a job prior to your current or most recent job	3	

ASK IF HAD PROBLEMS WITH PAY (QPROB_1/1). OTHERS GO TO INSTRUCTIONS ABOVE Q3.

Q2 You said [text sub if didn't answer S6 (S2a/1 or 4 or 5): "earlier"] that you had concerns about your pay in that job. Were these **PAY-RELATED** concerns about the following?
 READ OUT
 MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 11 MUST BE SINGLE CODED

	Pay-related concerns
Pay being less than what others in your type of job earn	1
It not being clear how the amount in your pay packet had been determined	2
Pay being incorrect	3
Pay being withheld (not being paid for work done)	4
Not getting paid for overtime that you had done	5
Not getting paid for holidays	6
Not getting paid for sick days	7
Not getting paid for [INTERVIEWER READ AS APPLICABLE: maternity/paternity] leave	8
Pay being late	9
Have you had some other pay related concerns? (IF YES : Can you tell me about these?)	10
NOT APPLICABLE TO THIS JOB	11

ASK IF HAD PROBLEMS WITH JOB SECURITY (QPROB_1/2). OTHERS GO TO INSTRUCTIONS ABOVE Q4.

Q3 You said that you had concerns about your job security in that job. Were these concerns about the following...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 7 MUST BE SINGLE CODED

	Job security-related concerns
A fear that you might lose your job (e.g. be made redundant)	1
Being threatened unfairly with dismissal	2
Actually being dismissed or sacked	3
Being forced to quit because of changes in your job description	4
Being forced to quit because of changes in your pay	5
Have you had some other concerns about your job security? (IF YES : can you tell me about these?)	6
NOT APPLICABLE TO THIS JOB	7

ASK IF HAD PROBLEMS WITH OPPORTUNITIES AT QPROB_1/3 (OTHERS GO TO INSTRUCTIONS ABOVE Q5)

Q4 You've said that you had concerns about the opportunities available to you in that job. Were these concerns about any of the following?

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 5 MUST BE SINGLE CODED

	Opportunity-related concerns
Limited opportunities for job progression or promotion	1
Limited opportunities for training to help me do the job better	2
Limited opportunities for training to help develop my career	3
Some other concerns about the opportunities available to you? (IF YES : Can you tell me about these?)	4
NOT APPLICABLE TO THIS JOB	5

ASK IF HAD PROBLEMS WITH DISCRIMINATION (QPROB_1/4). OTHERS GO TO INSTRUCTIONS ABOVE Q6.

Q5 You said earlier you'd experienced discrimination in that job. Was this **discrimination** because of ...

READ OUT Q9 COLUMN OF GRID BELOW

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 8 MUST BE SINGLE CODED

FOR EACH ANSWERED AT Q5 (EXCEPT CODE 8) ASK:

Q5a Can you tell me, was this (INSERT TYPE AT Q5) discrimination by your employer, by other workers or by both?

		Q5a Discrimination by:		
	Q5 Type of discrimination	By employer	By other workers	By both
sex	1	1	2	3
race	2	1	2	3
age	3	1	2	3
religion	4	1	2	3
sexual orientation	5	1	2	3
disability or learning difficulty	6	1	2	3
Something else? (please specify): ...	7	1	2	3
NO DISCRIMINATION IN THIS JOB	8			

ASK IF HAD PROBLEMS WITH TAKING TIME-OFF (QPROB_1/5). OTHERS GO TO INSTRUCTIONS ABOVE Q7

Q6 You said earlier you'd experienced difficulties with **taking time-off** in that job. Was this in relation to **taking time-off** for...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 7 MUST BE SINGLE CODED

	Time off
Holiday	1
Sickness	2
Maternity or paternity leave	3
Taking care of family members or relatives	4
Training	5
Something else? (IF YES : can you tell me about these?)	6
NOT APPLICABLE TO THIS JOB	7

ASK IF HAD PROBLEMS WITH WORKING HOURS (QPROB_1/6). OTHERS GO TO INSTRUCTIONS ABOVE Q8

Q7 You said earlier you'd experienced difficulties with working hours in that job. Was it because working hours were...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 6 MUST BE SINGLE CODED

	Working hours
More than agreed	1
(DON'T ASK IF CODE 1) Fewer than agreed	2
Unpredictable	3
Inflexible	4
Was there some other difficulty in regard to working hours (IF YES : can you tell me about this?)	5
NOT APPLICABLE TO THIS JOB	6

ASK IF HAD PROBLEMS WITH WORKLOAD (QPROB_1/7). OTHERS GO TO INSTRUCTIONS ABOVE Q9

Q8 You said earlier you'd experienced difficulties with workload in that job. Was it because ...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 8 MUST BE SINGLE CODED

	Workload
You were put under pressure to perform too fast	1
You were given too much work without enough time	2
You were given tasks to do which were never agreed as part of your job	3
You were given tasks to do for which you hadn't been trained or did not have the necessary experience	4
Your pay was linked to targets and performance	5
Management took advantage of your willingness to work hard	6
Some other issue (IF YES : can you tell me about this?)	7
NOT APPLICABLE TO THIS JOB	8

ASK IF HAD PROBLEMS WITH HEALTH AND SAFETY AT QPROB_1/8 (OTHERS GO TO INSTRUCTIONS ABOVE Q10)

Q9 You said earlier you'd experienced difficulties or concerns with regard to **Health and Safety issues in that job**. Did these **health and safety concerns** relate to...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 6 MUST BE SINGLE CODED

	H&S
Managerial negligence	1
Being asked to do unsafe or dangerous jobs or tasks	2
The work environment in general was unsafe or dangerous	3
There was inadequate health and safety training	4
Some other issue (IF YES : can you tell me about this?)	5
NOT APPLICABLE TO THIS JOB	6

ASK IF HAD PROBLEMS WITH CONTRACT (QPROB_1/9). OTHERS GO TO INSTRUCTIONS ABOVE Q11

Q10 You said earlier you'd experienced concerns or difficulties about your **contract or job description in that job**. Have you had any of these concern(s) in that job due to...

READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 7 MUST BE SINGLE CODED

	Contract
Not being given a formal contract or written job description	1
Not getting a contract renewed	2
Being asked to undertake tasks not specified in my contract or job description	3
Pay or conditions not matching what was agreed	4
Things being in my contract or job description that I was not told about at the interview	5
Some other issue about your contract or job description (IF YES : can you tell me about this?)	6
NOT APPLICABLE TO THIS JOB	7

ASK IF HAD PROBLEMS WITH REGARD TO WORK RELATIONS (QPROB_1/10).
OTHERS GO TO QPROB_2.

Q11 You said earlier you'd experienced concerns in that job with regard to work relations in general. Have you experienced difficulties in terms of any of the following ...
READ OUT

MULTIPLE RESPONSES ACCEPTABLE, EXCEPT CODE 5 MUST BE SINGLE CODED

	Work relations
Stress	1
Management taking advantage or bullying me	2
Bullying by other workers	3
Some other issue (IF YES : can you tell me about this?)	4
NOT APPLICABLE TO THIS JOB	5

QPROB_2 DUMMY QUESTION to obtain list of all problems in that job

Pay-Related	1	If QPROB_1/1 and Q2/not 11
Job Security	2	If QPROB_1/2 and Q3/not 7
Opportunities	3	If QPROB_1/3 and Q4/not 5
Discrimination	4	If QPROB_1/4 and Q5/not 8
Taking Time-Off	5	If QPROB_1/5 and Q6/not 7
Working Hours	6	If QPROB_1/6 and Q7/not 6
Workload	7	If QPROB_1/7 and Q8/not 8
Health And Safety	8	If QPROB_1/8 and Q9/not 6
Contract / Job Description	9	If QPROB_1/9 and Q10/not 7
Work Relations	10	If QPROB_1/10 and Q11/not 5

IF NONE CODED AT QPROB_2: SCREEN OUT AND RED FLAG

QUESTIONNAIRE

ASK ALL

- Q12.** text if >1 problem in job (QPROB_2 multicoded): **Do you feel that any of the problems you experienced in that job were an infringement of your rights? IF YES: Which?**
 text if only 1 problem in job (QPROB_2 single coded): **Do you feel that problem you experienced in that job was an infringement of your rights?**

MULTIPLE RESPONSE. PROMPT IF NECESSARY

CATI TO SHOW ALL FROM QPROB_2

Pay-Related	1	Go to instructions above Q12a
Job Security	2	
Opportunities	3	
Discrimination	4	
Taking Time-Off	5	
Working Hours	6	
Workload	7	
Health And Safety	8	
Contract / Job Description	9	
Work Relations	10	
None	11	
Unsure	12	

ASK ALL

- Q13.** **Did you do anything about any of those problems in that job – by doing something we mean any action to sort out the problem, from trying to do something with colleagues or friends, seeking advice or support on what to do, or making a formal complaint, or applying to an Employment Tribunal. Did you do anything like that?**

SINGLE RESPONSE

INTERVIEWER NOTE: Merely resigning from job is *NOT* counted as doing something
 Merely talking to friends is *NOT* counted as doing something

Yes	1	Go to Q15
No	2	Go to Q14
Can't remember	3	Go to QPROB_3

ASK IF TOOK NO ACTION (Q13/2)

Q14. Why didn't you do anything? PROBE: What other reasons were there?

DO NOT READ OUT. MULTIPLE RESPONSE ALLOWED.

Others at work had the same problem, and that made me decide to put up with it	1	Go to QPROB_3
Others at work had the same problem, so I didn't feel I was being singled-out	2	
I didn't think I had the legal right to do anything	3	
I didn't think I would be successful.	4	
I thought legal action would cost too much money.	5	
I didn't know what to do	6	
I was worried I might lose my job.	7	
I was worried that my employer would take action against me.	8	
I thought it would take too much time or energy.	9	
My concerns/worries were resolved without me having to do anything.	10	
My concerns/worries were not important enough to do something about it.	11	
Other (specify: _____)	12	

ASK IF Q13 /1 AND >1 PROBLEM AT QPROB_2. OTHERS GO TO QPROB_3

Q15. Of the difficulties or concerns you had in that job, which ONE did you push hardest to solve.

CATI TO SHOW JUST THOSE ANSWERED AS PROBLEMS AT QPROB_2.

PROMPT IF NECESSARY.

SINGLE CODE PREFERRED BUT MULTICODE ACCEPTED ONLY IF RESPONDENT INSISTS

Pay-Related	1	Go to instructions above Q15a
Job Security	2	
Opportunities	3	
Discrimination	4	
Taking Time-Off	5	
Working Hours	6	
Workload	7	
Health And Safety	8	
Contract / Job Description	9	
Work Relations	10	

ASK IF Q15 IS MULTICODED. OTHERS GO TO QPROB_3

Q15a. Did you handle [text sub if 2 coded at Q15: "both" text sub if >2 coded at Q15: "all"] **of these problems in the same way, or did you treat them separately?**

SINGLE CODE

Same way	1	Go to QPROB_3
Separately	2	Go to Q15b
Can't remember	3	

ASK IF PROBLEMS TREATED DIFFERENTLY (Q15a/2 or 3). OTHERS GO TO QPROB_3.

Q15b. Which of these would you prefer to talk about?

SINGLE CODE

CATI TO SHOW JUST THOSE ANSWERED AT Q15.

PROMPT IF NECESSARY.

Pay-Related	1	Go to QPROB_3
Job Security	2	
Opportunities	3	
Discrimination	4	
Taking Time-Off	5	
Working Hours	6	
Workload	7	
Health And Safety	8	
Contract / Job Description	9	
Work Relations	10	

QPROB_3 DUMMY QUESTION to define main/only problem that following questions focus on, and to use for text substitutions

the Pay-Related problems	1	If QPROB_2/1 & QPROB_2 is single coded Or, Q15/1 & Q15 is single coded Or, Q15b/1
the Job Security issues	2	If QPROB_2/2 & QPROB_2 is single coded Or, Q15/2 & Q15 is single coded Or, Q15b/2
the Opportunities problems	3	If QPROB_2/3 & QPROB_2 is single coded Or, Q15/3 & Q15 is single coded Or, Q15b/3
the Discrimination	4	If QPROB_2/4 & QPROB_2 is single coded Or, Q15/4 & Q15 is single coded Or, Q15b/4
the Problems with Taking Time-Off	5	If QPROB_2/5 & QPROB_2 is single coded Or, Q15/5 & Q15 is single coded Or, Q15b/5
the Problems with Working Hours	6	If QPROB_2/6 & QPROB_2 is single coded Or, Q15/6 & Q15 is single coded Or, Q15b/6
the Workload problems	7	If QPROB_2/7 & QPROB_2 is single coded Or, Q15/7 & Q15 is single coded Or, Q15b/7
the Problems with Health And Safety	8	If QPROB_2/8 & QPROB_2 is single coded Or, Q15/8 & Q15 is single coded Or, Q15b/8
the Problems with Contract or Job Description	9	If QPROB_2/9 & QPROB_2 is single coded Or, Q15/9 & Q15 is single coded Or, Q15b/9
the Work Relations problems	10	If QPROB_2/10 & QPROB_2 is single coded Or, Q15/10 & Q15 is single coded Or, Q15b/10
These problems	11	If Q15a/1 (Take all problems listed at Q15)
the Problems	12	If Q13/2 or 3 and QPROB_2 multi-coded

ASK IF Q1 = 1 (PROBLEM IN CURRENT JOB). OTHERS GO TO Q17.

Q16. <text sub if QPROB_3/4: "Is"> <text sub if QPROB_3/1-3,5-12: "Are"> {QPROB_3} an on-going concern or not?

IF NECESSARY ADD: **by on-going I mean do you still have this worry or concern?**

If QPROB_3=11 text sub: **ie.** {all problems mentioned at Q15}

READ OUT IF NECESSARY. SINGLE RESPONSE.

On-going	1	Go to Q17
Not on-going	2	
Unsure/Refused	3	

ASK ALL

Q17. How long had you been working in that job when {QPROB_3} began?

If QPROB_3=11 text sub: **ie.** {all problems mentioned at Q15}

READ OUT IF NECESSARY. SINGLE RESPONSE.

Less than 3 months	1	Go to Q18
Between 3 months and 6 months	2	
More than 6 months but less than 1 year	3	
Between 1 year and 2 years	4	
More than 2 years but less than 3 years	5	
Between 3 years and 5 Years	6	
More than 5 years but less than 10 years	7	
Between 10 years and 15 years	8	
More than 15 years	9	
Don't know	10	

ADVICE

ASK ALL

Q18. text if did something (Q13/1): **I would now like to ask you about the things you may have done in relation to {QPROB_3}. Firstly, did you seek advice or discuss what you should do with any PERSON or ORGANISATION?**

text if didn't do anything (Q13/2 or 3): **Can I just check, in relation to {QPROB_3}, did you seek advice or discuss what you should do with any PERSON or ORGANISATION?**

If QPROB_3=11 text sub: **ie. about** {all problems mentioned at Q15}

SINGLE RESPONSE

Yes	1	Go to Q18a
No	2	Go to Q19
Can't remember	3	Go to Q27

ASK IF SOUGHT ADVICE (Q18/1). OTHERS GO TO INSTRUCTIONS ABOVE Q19

Q18a **And did you first seek advice or information or start discussing things with someone...READ OUT?**

SINGLE RESPONSE..

As soon as you started having the concerns or worries	1	Go to Q20
Soon after you started having the concerns or worries	2	
Or, a long time after you started having concerns or worries	3	
(DO NOT READ OUT) Don't know / not sure	4	

ASK IF DID NOT SEEK ADVICE (Q18/2). OTHERS GO TO Q20

Q19. **Why not?**

PROBE: What other reasons were there for not discussing it with anyone or seeking advice or information?

DO NOT READ OUT. MULTIPLE RESPONSE

I didn't know who to seek advice from.	1	Go to Q27
I didn't think obtaining advice would help.	2	
I knew what I wanted to do without seeking advice.	3	
Obtaining advice would have taken too much time and energy.	4	
Obtaining advice would have cost too much money.	5	
My problem wasn't important enough to seek advice about.	6	
Never occurred to me	7	
Other (specify: _____)	8	

- ASK IF SOUGHT ADVICE (Q18/1). OTHERS ASK Q27
- Q20.** text sub if concluded (Q16/2 or Q1/2 or 3): **Who were the people or organisations you sought advice or information from, or had discussions with?**
 [text sub if on-going (Q16/1 or 3): **Which people or organisations have you sought advice or information from, or had discussions with?**
 DO NOT READ OUT. MULTIPLE RESPONSE.

- ASK IF MORE THAN 1 RESPONSE AT Q20. IF Q20 = SINGLE PUNCH GO TO Q22.
- Q21.** text sub if concluded (Q16/2 or Q1/2 or 3): **Which ONE of these influenced you most?**
 text sub if on-going (Q16/1 or 3): **Which ONE of these has influenced you most?**
 SHOW ONLY THOSE CHOSEN IN Q20
 READ OUT ONLY IF NECESSARY
 SINGLE RESPONSE ONLY

	Q20. Went to	Q21. Influenced most
Family member or friend outside workplace	1	1
My line manager	2	2
A senior manager	3	3
A staff consultation committee	4	4
Friends or colleagues at work	5	5
Other people at work in a similar situation	6	6
ACAS (Advisory, Conciliation & Arbitration Service)	7	7
Citizens Advice Bureaux	8	8
Law centre	9	9
Trade union	10	10
Solicitor	11	11
Member of Parliament or local councillor	12	12
Community and/or faith or religious group worker or leader	13	13
Library	14	14
Internet	15	15
Other (specify:_____)	16	16
None (ignored information/advice)		17
All influenced equally		18

ASK IF DID NOT SEEK ADVICE FROM C.A.B. (Q20/NOT 8). OTHERS GO TO Q22

Q21a. Why didn't you seek advice from a Citizens Advice Bureau?

PROBE: **What other reasons were there?**

DO NOT READ OUT. MULTIPLE RESPONSE

I didn't know about them	1	Go to Q22
There was not a C.A.B in my area	2	
I could not make contact with them	3	
Other (specify: _____)	4	
Don't know	5	

ASK IF SOUGHT ADVICE (Q18/1). OTHERS GO TO Q27

Q22 How easy or difficult did you find it to get information or advice about what action to take about {QPROB_3}? Would you say it was ?

If QPROB_3=11 text sub: **ie. about** {all problems mentioned at Q18}

READ OUT. SINGLE RESPONSE.

Very easy	1	Go to Q23
Easy	2	
Difficult	3	
Or very difficult	4	
DO NOT READ OUT: Don't know	5	

Q23. THERE IS NO Q23

ASK IF SOUGHT ADVICE (Q18/1). OTHERS GO TO Q27

Q24 text sub if concluded (Q16/2 or Q1/2 or 3): **Did anyone suggest or advise you to do any of the following things? Were you advised...**
 [text sub if on-going (Q16/1 or 3): **Has anyone suggested or advised you to do any of the following things? Have you been advised....**
 READ OUT. ALLOW DK.

	Yes	No
A) To try to solve the problem informally with your immediate manager	1	2
B) To approach a senior manager with your problem informally	1	2
C) ASK ONLY IF BULLIED/DISCRIMINATED BY OTHER WORKERS (IF ANY Q5a=2 or 3 or Q11=3): To try to solve the problem by approaching the other workers who were responsible for the problem	1	2
D) To use formal complaint or grievance procedures in your workplace	1	2
E) To seek help from the Citizens Advice Bureau	1	2
F) To begin Employment Tribunal proceedings	1	2
G) To seek help from a trade union	1	2
H) To get a friend or family member to sort it out for you	1	2
I) To join with others in your workplace who share your concerns to get together as a group to pursue your claims	1	2
J) That there was nothing you could do	1	2

ASK IF SOUGHT ADVICE (Q18/1). OTHERS GO TO Q27

Q25. text if Q24 ALL NO/DK: **So what were you advised to do?**
 text if Q24 AT LEAST ONE YES: **Were you advised to do anything else? IF YES: What?**
 PROBE FULLY.

<i>Nothing.....X</i>

ASK IF SOUGHT ADVICE (Q18/1) EXCEPT IF Q25 CODED NOTHING AND ALL NO/DK AT Q24. OTHERS GO TO Q27.

Q26. **And did you follow any of that advice?**

Yes	1	Go to Q27
No	2	
Don't know	3	

ACTION

ASK ALL

- Q27.** text sub if concluded (Q16/2 or Q1/2 or 3): **Can I just check, did you do any of the following things about {QPROB_3}?**
 text sub if on-going (Q16/1 or 3): **Can I just check, have you done or are you doing any of the following things about {QPROB_3}?**
 If QPROB_3=11 text sub: **ie. about** {all problems mentioned at Q15}

READ OUT. MULTIPLE RESPONSE.

	Yes	No
A) Tried to solve the problem informally with your immediate manager	1	2
B) Approached a senior manager with your problem informally	1	2
C) ASK ONLY IF BULLIED/DISCRIMINATED BY OTHER WORKERS (IF ANY Q5a=2 or 3, or Q11=3): Tried to solve the problem by approaching the other workers who were responsible for the problem	1	2
D) Used formal complaint or grievance procedures in your workplace	1	2
E) Sought help from the Citizens Advice Bureau	1	2
F) Began Employment Tribunal proceedings	1	2
G) Sought help from a trade union	1	2
H) Had a friend or family member to attempt to sort it out for you	1	2
I) Joined with others in your workplace who share your concerns to get together as a group to pursue your claims	1	2
J) ONLY ASK IF NONE OF A-I ANSWERED YES (IF ANY YES ASK L) Did you not do anything, and stay in the job	1	2
K) ONLY ASK IF Q27J= NO OR DON'T KNOW (IF Q27J IS YES CHECK Q28) I didn't do anything, but then left my job because of the problem	1	2
L) ASK ALL Did you do anything else? (specify)	1	2

ASK IF Q27A-I and L = MORE THAN ONE YES (TOOK MORE THAN ONE TYPE OF ACTION). OTHERS GO TO Q29a

Q28. text sub if concluded (Q16/2 or Q1/2 or 3): **You said that you.....** (READ OUT THOSE CHOSEN IN Q27). **Of these, which was the most important thing you ended up doing to try to resolve the issue?**

text sub if on-going (Q16/1 or 3):**You said that you** (READ OUT THOSE CHOSEN IN Q27). **Which has been the most important thing you have done to try to resolve the issue?**

SINGLE RESPONSE ONLY. SHOW ONLY THOSE WHICH WERE YES IN Q27.

Tried to solve the problem informally with your immediate manager	1
Approached a senior manager with your problem informally	2
Tried to solve the problem by approaching the other workers who were responsible for the problem	3
Used formal complaint or grievance procedures in your workplace	4
Sought help from the Citizens Advice Bureau	5
Begun Employment Tribunal proceedings	6
Sought help from a trade union	7
Had a friend or family member to attempt to sort it out for you	8
Joined with others in your workplace who share your concerns to get together as a group to pursue your claims	9
Other (specify:_____)	10

This question has been moved to after Q30a, to allow flow of questionnaire.

ASK IF DID NOT START TRIBUNAL PROCEEDINGS Q27_F = 2 or DK. OTHERS GO TO ROUTING BEFORE Q29b

Q29a. Why didn't you start any legal action?

DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT AS NECESSARY.

I didn't think I had the legal right to do anything	1	Go to Q29b
I didn't think I would be successful	2	
It would be too stressful	3	
I thought legal action would cost too much money	4	
Other (specify:_____)	5	

ASK IF Q27_J/K = 1 BUT DO NOT ASK IF Q13 =2 OR 3. OTHERS GO TO ROUTING BEFORE Q30

Q29b. Why didn't you do anything else?

DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT AS NECESSARY.

Others at work had the same problem, and that made me decide to put up with it.	1	Go to Q38
Others at work had the same problem, so didn't feel I was being singled-out.	2	
I didn't think I had the legal right to do anything	3	
I didn't think I would be successful	4	
I thought legal action would cost too much money	5	
I didn't know what to do	6	
I was worried I might lose my job	7	
I was worried that my employer would take action against me	8	
I thought it would take too much time or energy	9	
My concerns/worries were resolved without me having to do anything	10	
My concerns/worries were not important enough to do anything about	11	
Other (specify: _____)	12	

ASK IF (ANY OF Q27 A, B, C, E, F, G, H, I OR L) IS YES. OTHERS GO TO ROUTING ABOVE Q31

Q30. Did this action lead to any conclusion with your employer?

SINGLE RESPONSE ONLY.

Yes	1	GO TO Q30a
No	2	GO TO ROUTING AT Q31
Negotiations are still ongoing	3	
Unsure	4	

ASK IF Q30/1. OTHERS GO TO ROUTING ABOVE Q31.

Q30a. And how satisfied were you with this outcome? Please use a scale of 1 to 5 where 1 is “not at all satisfied” and 5 is “very satisfied”.
SINGLE RESPONSE ONLY.

1=Not at all satisfied	1	Go to routing above Q31
2	2	
3	3	
4	4	
5=Very satisfied	5	
Unsure	6	

EMPLOYMENT TRIBUNAL

ASK IF Q27_F /1. OTHERS CHECK Q38

- Q31. I would now like to ask you a few questions about the Employment Tribunal proceedings that you began. Which one of the following options best describes what happened after you made your application to a Tribunal...?**

READ OUT. SINGLE RESPONSE.

I abandoned Tribunal proceedings without reaching agreement with my employer	1	Go to Q31a
I reached an agreement with my employer before Tribunal proceedings were completed	2	Go to Q32
The Tribunal proceedings were completed	3	
My case was thrown out or dismissed by the Tribunal at the hearing	4	
The proceedings are still ongoing	5	
Another outcome not already mentioned (specify: _____)	6	

ASK IF Q31/1. OTHERS GO TO ROUTING ABOVE Q32

- Q31a Why did you abandon Tribunal proceedings without reaching agreement with your employer?**

DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT AS NECESSARY.

The proceedings were taking too much time	1	Go to Q38
I was advised by my representative that I may have to pay substantial legal costs if I proceeded	2	
I was warned by my employer, or my employer's representative, that I may have to pay substantial legal costs if I proceeded.	3	
I found the whole process too stressful to continue with	4	
I thought I would not be successful	5	
I changed my job	6	
I lost interest in attempting to resolve my concern/worry	7	
Other (specify: _____)	8	

ASK IF DID NOT ABANDON PROCEEDINGS (Q31 = NOT 1). OTHERS GO TO Q38

- Q32. text sub if proceedings concluded (Q31 = not 5): Were you represented or accompanied by another person or organisation?**

text sub if proceedings on-going (Q31 = 5): **Are you being represented or accompanied by another person or organisation?**

SINGLE RESPONSE ONLY.

Yes	1	Go to Q34
No	2	Go to Q33

- Q33.** ASK IF NOT BEING ACCOMPANIED/REPRESENTED (Q32/2). OTHERS GO TO Q34.
 text sub if proceedings concluded (Q31/not 5): **Why was this?**
 text sub if proceedings on-going (Q31/5): **Why is this?**
 MULTIPLE RESPONSE.

I didn't want anyone to accompany or represent me.	1	Go to routing above Q34a
I didn't know I was allowed to have anyone accompany or represent me.	2	
The person or organisation I would have liked to accompany or represent me could not attend the Tribunal.	3	
Other (specify: _____)	4	

- Q34.** ASK IF BEING ACCOMPANIED/REPRESENTED (Q32/1). OTHERS GO TO ROUTING BEFORE Q34a
 text sub if proceedings concluded (Q31/not 5): **Who accompanied or represented you?**
 text sub if proceedings on-going (Q31/5): **Who is accompanying or representing you?**
 MULTIPLE RESPONSE.

A solicitor or barrister	1	Go to routing above Q34a
A 'no-win no-fee' company	2	
A trade union	3	
An Equality Body	4	
A Citizens Advice Bureau	5	
A friend or colleague from within my workplace	6	
A friend or family member from outside my workplace	7	
A member of community group/ethnic minority organisation/faith organisation	8	
Other (specify: _____)	10	

- Q34a.** ASK IF REACHED AGREEMENT WITH EMPLOYER BEFORE TRIBUNAL COMPLETED (Q31/2) OTHERS GO TO ROUTING BEFORE Q35.
Did you reach an agreement with or without conciliation by ACAS?
 SINGLE RESPONSE.

With conciliation by ACAS	1	Go to Q38
Without conciliation by ACAS	2	
Don't know	3	

ASK IF TRIBUNAL PROCEEDINGS WERE COMPLETED (Q31/3). OTHERS GO TO Q38.

- Q35** **Were the proceedings completed in your favour or in your employer's favour?**
SINGLE RESPONSE.

In my favour	1	Go to Q36
In favour of my employer	2	
Neither / compromise	3	

ASK IF TRIBUNAL PROCEEDINGS WERE COMPLETED (Q31/3). OTHERS GO TO Q38.

- Q36.** **Did the Tribunal instruct your employer to pay you an amount of money?**
SINGLE RESPONSE. ALLOW DK.

Yes	1	Go to Q37
No	2	Go to Q38

ASK IF EMPLOYER WAS INSTRUCTED TO PAY RESPONDENT AMOUNT OF MONEY (Q36/1). OTHERS GO TO Q38

- Q37.** **In relation to this money, have you been paid...?**
READ OUT. SINGLE RESPONSE. ALLOW DK.

The money in full	1	Go to Q38
Some of the money	2	Go to Q37a
Or have you not been paid any of the money	3	

ASK IF EMPLOYER HAS NOT PAID ALL OF MONEY (Q37=NOT 1). OTHERS GO TO Q38.

- Q37a.** **Are you pursuing your employer for the money?**
SINGLE RESPONSE. ALLOW DK.

Yes	1	Go to Q38
No	2	
Other (please specify: _____)	3	

JOINING WITH OTHERS

ASK ALL EXCEPT IF ALREADY KNOW THAT OTHERS EXPERIENCED PROBLEMS.
IF Q20/6 OR Q24_I/1, GO TO ROUTING ABOVE Q39
OR, IF Q27_I/1, GO TO ROUTING ABOVE Q40

- Q38. In the workplace where you had problems, [text sub if ongoing (Q16/1 or 3): “are”, text sub if concluded (Q16/2 or Q1/2 or 3): “were”] your problems experienced by other people at work?**

SINGLE RESPONSE.

Yes	1	Go to Q39
No	2	Go to Q41b1
Don't know	3	

ASK IF OTHERS AT WORKPLACE DID EXPERIENCE PROBLEMS (Q38/1) OR (Q20/6) OR (Q24_I/1) BUT DO NOT ASK IF Q27_I/1. Q27_I/1 GO TO Q40, OTHERS GO TO Q41b1

- Q39. text sub if Q20/6 or Q24_I/1: You mentioned that other people at your workplace shared the concern/s. Did you discuss these issues or concerns with these other people, or did you do anything together to try to resolve them?**

text sub if Q38/1: **Did you discuss these issues or concerns with these other people, or did you do anything together to try to resolve them?**

SINGLE RESPONSE.

Yes	1	Go to Q40
No	2	Go to Q41
Don't know	3	Go to Q41

ASK IF JOINED WITH OTHERS TO RESOLVE (Q27_I/1) OR (Q39/1). OTHERS GO TO ROUTING ABOVE Q41

- Q40. Intro only if Q39 not answered: You mentioned earlier that you joined with others who shared your problem to attempt to resolve your problem as a group.**

text sub if concluded (Q16/2 or Q1/2 or 3): **What did you do?**

text sub if on-going (Q16/1 or 3): **What are you doing?**

DO NOT READ OUT. MULTIPLE RESPONSE.

We discussed our common problems among ourselves informally	1	Go to Q40a
We arranged a group meeting to discuss what we could do	2	
We went as a group to see our manager or managers	3	
We joined a trade union as a group	4	
We all went off sick	5	
We took holiday leave as a group	6	
We stopped work as a group	7	
We resigned from our employment as a group	8	Go to Q41b1
Nothing	9	
Other (specify: _____)	10	

ASK IF TOOK GROUP ACTION (Q40/1-7). OTHERS GO TO Q41b1.

Q40a. Was the problem solved after that?
SINGLE RESPONSE.

Yes	1	Go to Q40b
No	2	
Don't know	3	

ASK IF TOOK GROUP ACTION (Q40/1-7). OTHERS GO TO Q41b1.

Q40b. Did things in general...?
SINGLE RESPONSE.

Get better	1	Go to Q40c
Stay the same	2	
Or get worse	3	

ASK IF TOOK GROUP ACTION (Q40/1-7). OTHERS GO TO Q41b1

Q40c. Did any of the following things happen...?
MULTIPLE RESPONSE.

You were all disciplined	1	Go to Q41b1
You were all sacked	2	
Something else? (IF YES, specify)	3	
Nothing happened at all	4	

ASK IF DID NOT JOIN WITH OTHER WORKERS BUT OTHERS HAD PROBLEM
(Q39/2 or 3)

Q41. text sub if concluded (Q16/2 OR Q1/2 OR 3): **Why didn't you join with others to do something as a group?**

text sub if on-going (Q16/1 or 3): **Why haven't you joined with others to do something as a group?**

DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT IF NECESSARY.

I didn't think we would be successful	1	Go to Q41b1
Others at work had the same problem, and that made me decide to put up with it	2	
Knowing others had my problems helped me realise that I was not being singled out	3	
I worried that my employer would take action against me	4	
I didn't know what to do	5	
I didn't have time	6	
I didn't think it was worth causing trouble	7	
I feel (or felt) isolated from colleagues	8	
I didn't think my colleagues would support taking action as a group	9	
I prefer doing things on my own	10	
Other (specify: _____)	11	

FINAL QUESTIONS, INCLUDING ATTITUDES TO UNIONS

ASK ALL

Q41b1 If you were in the same position again, would you take the same steps in relation to {QPROB_3}?

SINGLE CODE

Yes	1	Check Q41c
No	2	
Don't know	3	

ASK ALL WHO DID SOMETHING (Q13/1) AND >1 CONCERN AT QPROB_2

Q41c. text sub if concluded (Q16/2 or Q1/2 or 3): **So far we have been talking about the problem you pushed hardest to solve. Can I just check, did you do any of the following things about any of the other concerns or worries you had in that job?**

[text sub if on-going (Q16/1 or 3): **So far we have been talking about the problem you've pushed hardest to solve. Can I just check, have you done or are you doing any of the following things about any of the other concerns or worries in this job?**

READ OUT.

CATI TO SHOW ONLY THOSE NOT CODED YES AT Q27.

	Yes	No
A) Tried to solve the problem informally with your immediate manager	1	2
B) Approached a senior manager with your problem informally	1	2
C) ASK ONLY IF BULLIED/DISCRIMINATED BY OTHER WORKERS (IF ANY Q5a=2 or Q11=3): Tried to solve the problem by approaching the other workers who were responsible for the problem	1	2
D) Used formal complaint or grievance procedures in your workplace	1	2
E) Sought help from the Citizens Advice Bureau	1	2
F) Begun Employment Tribunal proceedings	1	2
G) Sought help from a trade union	1	2
H) Had a friend or family member to attempt to sort it out for you	1	2
I) Joined with others in your workplace who share your concerns to get together as a group to pursue your claims	1	2

ASK NON-UNION MEMBERS AT TIME OF CONCERN (S4/2 or S4_2/2). OTHERS GO TO Q44

- Q42. Do you think that being a member of a union could have helped you to resolve your problem(s) in that job?**
SINGLE RESPONSE.

Yes	1	Go to Q43
No	2	
Don't know	3	

ASK NON-UNION MEMBERS AT TIME OF CONCERN (S4/2 or S4_2/2). OTHERS GO TO Q44

- Q43. Has your experience of your problems in that job made you want to become a member of a trade union?**
SINGLE RESPONSE.

Yes	1	Go to Q44
No	2	Go to Q43a
Don't know	3	Go to Q44

ASK IF DO NOT WANT TO JOIN A UNION (Q43/2). OTHERS GO TO Q44

- Q43a Why not? PROBE: What other reasons are there?**
DO READ OUT. MULTIPLE RESPONSE.

My problems were not the kind a union could have helped me to resolve	1	Go to Q44
Worried that my manager/employer will take action against me	2	
Don't know which union to join	3	
Others in my workplace would not join with me	4	
Don't know how to join	5	
Don't want to be represented by a trade union	6	
Against my politics / don't believe in them	7	
Other (specify:_____)	8	

ASK ALL

Q44 I am going to read out some statements about unions, can you tell me whether you agree or disagree with them, firstly...

CHECK WHETHER STRONGLY DIS/AGREE OR JUST DIS/AGREE

READ OUT. SINGLE RESPONSE.

ROTATE STATEMENTS	Disagree strongly	Disagree	Neither agree nor disagree (do not read out)	Agree	Agree strongly	Don't know (do not read out)	Not applicable
Unions make a real difference in helping workers at work	1	2	3	4	5	X	NA
Unions are too weak to make a difference for workers at work.	1	2	3	4	5	X	NA
If I have a problem at work, I prefer dealing with management myself rather than have a union represent me	1	2	3	4	5	X	NA
I don't like the existing union or unions at my own workplace	1	2	3	4	5	X	NA
I don't like unions in general	1	2	3	4	5	X	NA
Unions are concerned with the employers' interests rather than the workers'	1	2	3	4	5	X	NA
Unions tend to be militant	1	2	3	4	5	X	NA

DEMOGRAPHICS

ASK ALL

- Q45. You told me that the problems you have been discussing arose in** <text sub if Q1/1 “**your current job**”; text sub if Q1/2 “**your most recent job**”; text sub if Q1/3 “**a job prior to your current or most recent job**”>. I’d like to ask you some questions now about that particular job.

Which of the following best describes the company or organisation that job <text sub if Q1/2 or 3 “**was in**”, text sub if Q1/1 “**is in**”>?

READ OUT IF NECESSARY. SINGLE RESPONSE. .

A company that does work for the public sector (e.g. a contractor who does the cleaning in a hospital)	1	Go to Q46
A private or commercial company or firm	2	
A public sector organisation (if necessary prompt: for example, a state school, a local council, or the civil service)	3	
A voluntary or not-for-profit organisation (if necessary prompt: such as a charity or union)	4	
Other (specify:_____)	5	
Unsure	6	

ASK ALL

- Q46. What goods or services** <text sub if Q1/2 or 3 “**were**”, text sub if Q1/1 “**are**”> **made or provided or sold at the place were you** <text sub if Q1/2 or 3 “**worked**”, text sub if Q1/1 “**work**”>?

PROMPT FOR FULL DESCRIPTION. WRITE IN.

INTERVIEWER NOTE: **Please tell us whether goods/services were manufactured, sold wholesale or retail, etc.**

CODE ANSWER POST-INTERVIEW INTO 2 DIGIT SIC

ASK ALL

- Q47. And what was your specific job title at the time you were having the problems?**
PROBE FULLY: What kind of tasks did or do you perform? For example: taking telephone calls, serving food and drink, cleaning offices, data entry etc.

INTERVIEWER NOTE: Probe for full job title, eg admin assistant, retail shop assistant, building labourer, warehouse operative, production line worker etc

DO NOT JUST RECORD THE AREA IN WHICH THEY WERE EMPLOYED (eg, IT, admin, etc)

TO BE CODED TO 2 DIGIT SOC POST-INTERVIEW

ASK ALL

- Q48.** **Approximately how many people** <text sub if Q1/2 or 3 “worked”, text sub if Q1/1 “work”> **for your employer at the place where you** <text sub if Q1/2 or 3 “worked”, text sub if Q1/1 “work”>?

INTERVIEWER NOTE: This question refers to the number of people they work with at their workplace, NOT how many people work for their employer overall.

SINGLE RESPONSE. PROMPT WITH RANGES IF NECESSARY

WRITE IN NUMBER: _____

Fewer than 25	1
25-49	2
50-249	3
250-499	4
500 or more	5
Don't know but over 50	6
Unsure/Don't know	7

- Q49** <text sub if Q1/2 or 3 “Were”, text sub if Q1/1 “Are”> **your colleagues mostly men, mostly women or** <text sub if Q1/2 or 3 “was there”, text sub if Q1/1 “is there”> **there an even mix of both?**

SINGLE RESPONSE.

Mostly men	1
Mostly women	2
An even mix of men and women	3
Don't know	4

ASK ALL

- Q49a.** **What** <text sub if Q1/2 or 3 “was”, text sub if Q1/1 “is”> **the ethnic background of most of your co-workers'... ?**READ OUT.

SINGLE RESPONSE.

Mostly white British	1
Mostly ethnic minorities	2
Even mix	3
Other (SPECIFY)	4
Don't know	5

ASK ALL

Q50. text sub if concluded (Q16/2 OR Q1/2 OR 3): **While having the concerns or worries, did you normally...?**

text sub if on-going (Q16/1 or 3): **Do you normally . . . ?**

PROMPT IF NECESSARY. SINGLE RESPONSE.

Work with other people (ie. in a team), or	1
Work on your own	2
(DO NOT READ OUT) Unsure/Don't know	3

ASK ALL

Q51. text sub if concluded (Q16/2 OR Q1/2 OR 3): **And did you normally...?**

text sub if on-going (Q16/1 or 3): **And do you normally . . . ?**

PROMPT IF NECESSARY. SINGLE RESPONSE. .

Work in one workplace, or	1
Work in a number of different workplaces	2
(DO NOT READ OUT) Unsure/Don't know	3

ASK ALL

Q52. text sub if concluded (Q16/2 OR Q1/2 OR 3): **And did you normally...?**

text sub if on-going (Q16/1 or 3): **And do you normally . . . ?**

PROMPT IF NECESSARY. SINGLE RESPONSE. .

Have the opportunity to talk to colleagues, or	1
Rarely have the opportunity to talk to colleagues	2
(DO NOT READ OUT) Unsure/Don't know	3

ASK ALL

- Q53.** <text sub if Q1 = 2 or 3 “**In the workplace where you had the problems**”> <text sub if Q1 = 1 “**In this workplace**”>, if problems <text sub if Q1 = 2 or 3 “**came**” ”> <text sub if Q1 = 1 “**come**”> **up between you and your employer**, <text sub if Q1 = 2 or 3 “**were**” > <text sub if Q1 = 1 “**are**”> **there set rules for how they should be dealt with?**

PROMPT IF NECESSARY: **For example, the making of a written statement or warning, or a formal meeting.**

SINGLE RESPONSE.

Yes	1
No	2
Don't know	3

ASK ALL

- Q54.** <text sub if Q1 = 2 or 3 “**In the workplace where you had the problems**”> <text sub if Q1 = 1 “**In this workplace**”>, <text sub if Q1 = 2 or 3 “**could**”> <text sub if Q1 = 1 “**can**”> **staff or their representatives meet regularly with management to discuss workplace issues?**

SINGLE RESPONSE.

Yes	1
No	2
Don't know	3

ASK ALL

- Q55aa.** <text sub if concluded (Q16/2 OR Q1/2 OR 3): **While having the problems, were you a permanent worker?**

<text sub if ongoing (Q16/1 OR 3): **Are you a permanent worker?**

SINGLE RESPONSE.

Yes	1
No	2
Other (specify: _____)	3

ASK IF NOT PERMANENT WORKER (Q55aa/2)

- Q55a.** <text sub if concluded (Q16/2 OR Q1/2 OR 3): **While having the problems were you working...?**

<text sub if ongoing (Q16/1 OR 3): **Are you working...?**

READ OUT. SINGLE RESPONSE.

On a fixed period contract	1
Via an agency or agency temping	2
Or as a casual or seasonal worker	3
Other (specify: _____)	4

ASK ALL

- Q56.** text sub if concluded (Q16/2 OR Q1/2 OR 3): **While having the problems, how many hours per week did you work, on average, in that job?**
 text sub if ongoing (Q16/1 OR 3): **How many hours per week do you work, on average, in this job?**
 PROMPT WITH RANGES IF NECESSARY. SINGLE RESPONSE.

WRITE IN HOURS IF POSSIBLE: _____

Less than 16 hours per week	1	Go to Q60
Between 16 and 34 hours per week	2	
Between 35 and 40 hours per week	3	
Between 41 and 48 hours per week	4	
More than 48 hours per week	5	Go to Q57
variable	6	Go to Q60

ASK IF Q56 = 5. OTHERS GO TO ROUTING ABOVE Q60.

- Q57.** <text sub if Q1/2 or 3 "Did", text sub if Q1/1 "Do"> **you work more than 48 hours per week because...?**
 READ OUT. SINGLE RESPONSE.

You choose to work more than 48 hours per week,	1
Your employer forces you to work more than 48 hours per week	2
Other (specify: _____)	3

Q58. THERE IS NO Q58

Q59. THERE IS NO Q58

ASK IF NOT UNION MEMBER (S4/2 or S4_2/2). OTHERS GO TO Q63.

- Q60.** **Have you ever been a member of any trade union?**
 SINGLE RESPONSE. .

Yes	1	Go to Q61a
No	2	Go to Q61
Not sure	3	Go to Q63

ASK IF HAVE NEVER BEEN A TRADE UNION MEMBER (S3 = NOT 1 AND Q60 = 2).
OTHERS GO TO Q62

- Q61. Why have you never been a member of a trade union?**
DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT IF NECESSARY

I have never worked in a workplace where a trade union existed.	1	Go to Q63
Joining a trade union may have caused trouble with my employer.	2	
I have never felt the need to join a trade union.	3	
I don't know much about trade unions and what they do.	4	
Unions are too weak to make a difference for workers at work.	5	
I prefer talking directly to management myself	6	
I prefer using other channels for talking to management without unions	7	
Don't like the union in my workplace	8	
I don't like unions because they tend to be concerned with companies' interests rather than workers'	9	
I don't like unions because they tend to be militant	10	
Unsure	11	
Other (specify: _____)	12	

ASK IF HAVE BEEN A TRADE UNION MEMBER, BUT WERE NOT IN UNION AT TIME OF CONCERNS. (Q60/1). OTHERS GO TO Q63.

- Q61a. Now, could I just check, are you a member of a trade union at the moment?**
SINGLE RESPONSE.

Yes	1	Go to Q63
No	2	Go to Q62
Not sure	3	Go to Q63

ASK IF WAS A ONCE A TRADE UNION MEMBER, BUT ARE NO LONGER SO (Q61a/2).
OTHERS GO TO Q63

- Q62. Why are you no longer a member of a trade union?**
DO NOT READ OUT. MULTIPLE RESPONSE. PROMPT IF NECESSARY

My present employer does not recognise trade unions.	1
Joining a trade union may cause trouble with my present employer.	2
Trade unions are now too weak to make a difference.	3
The trade union I was a member of did nothing or very little to help me.	4
I don't need a trade union in my present job	5
Not currently employed	6
Too expensive / poor value	7
I prefer talking directly to management myself	8
I prefer using other channels for talking to management without unions	9
Nobody has encouraged me to join	10
I don't like unions because they tend to be concerned with companies' interests rather than workers'	11
I don't like unions because they tend to be militant	12
Other (specify: _____)	13

ASK ALL

- Q63.** text sub if concluded (Q16/2 or Q1/2 or 3): **While you had these problems, did you have caring responsibilities for a child or other relative that restricted the days or hours that you were able to work?**
[text sub if on-going (Q16/1 or 3): **Do you have caring responsibilities for a child or other relative that has restricted the days or hours that you are able to work?**

DO NOT READ OUT. SINGLE RESPONSE.

Yes	1
No	2
Don't know	3

ASK ALL

- Q64** We would like to find out about your rate of pay in the job where you had the problems at the time you had the problems. Would you prefer to answer in hourly, weekly or annual terms?

Hourly	1	Go to Q65a
Weekly	2	Go to Q65b
Annual	3	Go to Q65c
Cannot answer in any of these	4	Go to Q65d
Refused	5	Go to Q66

ASK IF PREFER TO ANSWER HOURLY (Q64/1). OTHERS CHECK Q65b

- Q65a** In the job where you had the problems, what <text sub if Q1/2 or 3 “was”, text sub if Q1/1 “is”> your hourly rate of pay before tax?

TYPE IN ACTUAL RATE OF PAY £XX.XX PER HOUR: _____

Insert check that rate of pay is not higher than maximum in table.

If higher, show “You told me earlier that you were earning <text sub maximum> or less per hour in the job where you had the problems. What was your hourly rate of pay?”

SEE APPENDED TABLE 1 FOR BANDS	1	Go to Q66
	2	
	3	
	4	
	5	
Don't know	6	
Refused	7	

ASK IF PREFER TO ANSWER WEEKLY (Q64/2). OTHERS CHECK Q65c

Q65b In the job where you had the problems, what <text sub if Q1/2 or 3 “was”, text sub if Q1/1 “is”> your weekly rate of pay before tax?

TYPE IN ACTUAL RATE OF PAY £XX PER WEEK: _____

IF DK, GO TO BANDED OPTIONS BELOW

Insert check that rate of pay is not higher than maximum in table.

If higher, show “**You told me earlier that you were earning <text sub maximum> or less per week in the job where you had the problems. What was your weekly rate of pay?**”

SEE APPENDED TABLE 1 FOR BANDS	1	Go to Q66
	2	
	3	
	4	
	5	
Don't know	6	
Refused	7	

ASK IF PREFER TO ANSWER ANNUALLY (Q64/3). OTHERS CHECK Q65d

Q65c In the job where you had the problems, what <text sub if Q1/2 or 3 “was”, text sub if Q1/1 “is”> your annual pay before tax?

TYPE IN ACTUAL RATE OF PAY £XXXX PER YEAR: _____

IF DK, GO TO BANDED OPTIONS BELOW

Insert check that rate of pay is not higher than maximum in table.

If higher, show “**You told me earlier that you were earning <text sub maximum> or less per year in the job where you had the problems. What was your annual pay?**”

SEE APPENDED TABLE 1 FOR BANDS	1	Go to Q66
	2	
	3	
	4	
	5	
Don't know	6	
Refused	7	

ASK IF CAN'T ANSWER HOURLY/WEEKLY/ANNUALLY (Q64/4). OTHERS CHECK Q66

Q65d In the job where you had the problems, what time frame were you paid in?

TYPE IN TIME FRAME: _____ Go to Q65e

ASK IF CAN'T ANSWER HOURLY/WEEKLY/ANNUALLY (Q64/4). OTHERS CHECK Q66

Q65e And how much were you paid per [text sub time frame from Q65d]?

TYPE IN £ _____ Go to Q66

ASK ONLY IF Q1/2 or 3. OTHERS CHECK Q66a.

Q66. At the moment, are you...?

DO NOT READ OUT. SINGLE RESPONSE. ALLOW REF.

Employed	1	Go to Q66aa
Working for yourself	2	
Unemployed	3	
Retired	4	

ASK ONLY IF EMPLOYED (Q1/1 or Q66/1). OTHERS GO TO Q67.

Q66aa. In your CURRENT job, are you employed full time or part time?

Full time	1	Go to Q66a
Part time	2	Go to Q66a
Don't know	3	Go to Q67
Refused	4	Go to Q67

ASK ONLY IF EMPLOYED (Q1/1 or Q66/1). OTHERS GO TO Q67.

Q66a. We'd also like to know what you are paid at present, in your CURRENT job. Would you prefer to answer in hourly, weekly or annual terms?

Hourly	1	Go to Q66b
Weekly	2	Go to Q66c
Annual	3	Go to Q66d
Cannot answer in any of these	4	Go to Q66e
Refused	5	Go to Q67

ASK IF PREFER TO ANSWER HOURLY (Q66a/1). OTHERS CHECK Q66c

Q66b At present, what is your hourly rate of pay before tax?

TYPE IN ACTUAL RATE OF PAY £XX.XX PER HOUR: _____

SEE APPENDED TABLE 2 FOR BANDS	1	Go to Q67
	2	
	3	
	4	
	5	
	6	
Don't know	7	
Refused	8	

ASK IF PREFER TO ANSWER WEEKLY (Q66a/2). OTHERS CHECK Q65d

Q66c At present, what is your weekly rate of pay before tax?

TYPE IN ACTUAL RATE OF PAY £XX PER WEEK: _____

IF DK, GO TO BANDED OPTIONS BELOW

SEE APPENDED TABLE 2 FOR BANDS	1	Go to Q66
	2	
	3	
	4	
	5	
	6	
Don't know	7	
Refused	8	

ASK IF PREFER TO ANSWER ANNUALLY (Q66a/3). OTHERS CHECK Q65e

Q66d At present, what is your annual pay before tax?

TYPE IN ACTUAL RATE OF PAY £XXXX PER YEAR: _____

IF DK, GO TO BANDED OPTIONS BELOW

SEE APPENDED TABLE 2 FOR BANDS	1	Go to Q67
	2	
	3	
	4	
	5	
	6	
Don't know	7	
Refused	8	

Q66e What time frame are you paid in currently?

TYPE IN TIME FRAME: _____ Go to Q66f

Q66f And how much are you paid per [text sub time frame from Q66e]?

TYPE IN £ _____ Go to Q67

ASK ALL

Q67. In the past 12 months have you taken part in any of the following activities?

READ OUT.

	Yes	No
A) signed a petition	1	2
B) taken part in a public demonstration	1	2
C) stood as a candidate for public office (council or parliament)	1	2
D) voted in an election for public office (council or parliament)	1	2
E) canvassed support for someone standing for public office	1	2
F) boycotted certain products for political, ethical or environmental reasons	1	2
G) bought certain goods for political, ethical or environmental reasons	1	2
H) donated money to a political party or campaign organisation	1	2
I) raised money for a political party or campaign organisation	1	2

DUMMY QUESTION FOR ALL TO RECORD GENDER

Q68. RECORD GENDER.

DO NOT READ OUT.

Male	1
Female	2

ASK ALL

- Q69. I would now like to finish the interview with a few questions about you. Firstly, how old are you?**

WRITE IN AGE: _____

READ OUT BANDS IF NECESSARY. SINGLE RESPONSE.

Under 18 years	1
18 to 21 years	2
22 to 29 years	3
30 to 39 years	4
40 to 49 years	5
50 to 64	6
65 and plus	7

ASK ALL

- Q70. Do you have a disability that restricts the kind of job you can do?**
SINGLE RESPONSE.

Yes	1
No	2
Prefer not to say	3

ASK ALL

- Q71. What is your highest qualification awarded by a school, college or university?**
READ OUT IF NECESSARY. SINGLE RESPONSE.

NVQ Level 1 or equivalent (inc. BTEC first / general certificate, GNVQ Foundation, City and Guilds Foundation Part 1 and other qualifications below GCSE level)	1
O level / GCSE or NVQ Level 2 or equivalent (inc. BTEC first / general diploma, GNVQ Intermediate, City and Guilds Craft Part 2 Modern Apprenticeship)	2
A-Level or NVQ Level 3 or equivalent (inc. BTEC National Diploma, GNVQ Advanced, City & Guilds Advanced Craft Part 3, Advanced Modern Apprenticeship)	3
Degree or NVQ level 4 or equivalent (inc. PGCE, HNC/HND)	4
Masters degree or Postgraduate or other Level 5 qualification	5
Other Qualifications (specify: _____)	6
No qualifications	7

ASK ALL

- Q72. Which of these best describes your ethnic origin?**
 READ OUT IF NECESSARY. SINGLE RESPONSE.

White	1
Mixed	2
Asian or Asian British	3
Black or Black British	4
Chinese	5
Other (specify)	6
DK or Refusal	7

ASK ALL

- Q73. Is English your first language?**
 SINGLE RESPONSE.

Yes	1
No	2
DK or Refusal	3

ASK ALL

- Q74. Thank you for taking part in this interview. Would you be prepared to be interviewed further by researchers from the London Metropolitan University about any of your past or present problems at work? Any further information you provide will continue to be treated in strict confidence, and you will remain anonymous.**
 SINGLE RESPONSE.

Yes	1
No	2

- Q75. Can I have your telephone number at which a researcher from the London Metropolitan University can contact you?**

Name:
Phone number:

THANK RESPONDENT AND CLOSE INTERVIEW

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Interviewer signature:	Date:
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Finish time:	Interview Length	mins
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TABLE 1**Quintile Bands for the Weighted Average of Median Earnings in 2001, 2002 and 2003 (£)**

	LONDON AND SOUTHEAST		REST OF THE COUNTRY	
	Part-time	Full-time	Part-time	Full-time
	HOURLY		HOURLY	
First Band	1.30 and below	2.10 and below	1.10 and below	1.60 and below
Second Band	More than 1.30 but less than 2.50	More than 2.10 but less than 4.20	More than 1.10 but less than 2.10	More than 1.60 but less than 3.30
Third Band	Between 2.50 and 3.80	Between 4.20 and 6.30	Between 2.10 and 3.20	Between 3.30 and 5.00
Fourth Band	More than 3.80 but less than 5.00	More than 6.30 but less than 8.30	More than 3.20 but less than 4.20	More than 5.00 but less than 6.60
Fifth Band	Between 5.00 and 6.40	Between 8.30 and 10.40	Between 4.20 and 5.30	Between 6.60 and 8.20
	WEEKLY		WEEKLY	
First Band	24.00 and below	85.00 and below	21.00 and below	68.00 and below
Second Band	More than 24.00 but less than 48.00	More than 85.00 but less than 170.00	More than 21.00 but less than 41.00	More than 68.00 but less than 137.00
Third Band	Between 48.00 and 71.00	Between 170.00 and 255.00	Between 41.00 and 62.00	Between 137.00 and 205.00
Fourth Band	More than 71.00 but less than 95.00	More than 255.00 but less than 340.00	More than 62.00 but less than 82.00	More than 205.00 but less than 273.00
Fifth Band	Between 95.00 and 119.00	Between 340.00 and 425.00	Between 82.00 and 103.00	Between 273.00 and 341.00
	ANNUALLY		ANNUALLY	
First Band	1200.00 and below	4400.00 and below	1100.00 and below	3600.00 and below
Second Band	More than 1200.00 but less than 2500.00	More than 4400.00 but less than 8800.00	More than 1100.00 but less than 2100.00	More than 3600.00 but less than 7100.00
Third Band	Between 2500.00 and 3700.00	Between 8800.00 and 13300.00	Between 2100.00 and 3200.00	Between 7100.00 and 10600.00
Fourth Band	More than 3700.00 but less than 4900.00	More than 13300.00 but less than 17700.00	More than 3200.00 but less than 4300.00	More than 10600.00 but less than 14200.00
Fifth Band	Between 4900.00 and 6200.00	Between 17700.00 and 22100.00	Between 4300.00 and 5400.00	Between 14200.00 and 17700.00

TABLE 2
Quintile Bands for Median Earnings in 2003 (£)

	LONDON AND SOUTHEAST		REST OF THE COUNTRY	
	Part-time	Full-time	Part-time	Full-time
	HOURLY		HOURLY	
First Band	1.30 and below	2.20 and below	1.10 and below	1.70 and below
Second Band	More than 1.30 but less than 2.70	More than 2.20 but less than 4.30	More than 1.10 but less than 2.20	More than 1.70 but less than 3.40
Third Band	Between 2.70 and 4.00	Between 4.30 and 6.50	Between 2.20 and 3.30	Between 3.40 and 5.00
Fourth Band	More than 4.00 but less than 5.30	More than 6.50 but less than 8.60	More than 3.30 but less than 4.40	More than 5.00 but less than 6.70
Fifth Band	Between 5.30 and 6.70	Between 8.60 and 10.80	Between 4.40 and 5.50	Between 6.70 and 8.40
Sixth Band	More than 6.70	More than 10.80	More than 5.50	More than 8.40
	WEEKLY		WEEKLY	
First Band	25.00 and below	88.00 and below	21.00 and below	69.00 and below
Second Band	More than 25.00 but less than 50.00	More than 88.00 but less than 176.00	More than 21.00 but less than 42.00	More than 69.00 but less than 138.00
Third Band	Between 50.00 and 75.00	Between 176.00 and 265.20	Between 42.00 and 63.00	Between 138.00 and 207.60
Fourth Band	More than 75.00 but less than 100.00	More than 265.00 but less than 353.00	More than 63.00 but less than 84.00	More than 207.00 but less than 276.00
Fifth Band	Between 100.00 and 125.00	Between 353.00 and 442.00	Between 84.00 and 106.00	Between 276.00 and 346.00
Sixth Band	More than 125.00	More than 442.00	More than 106.00	More than 346.00
	ANNUALLY		ANNUALLY	
First Band	1300.00 and below	4500.00 and below	1100.00 and below	3600.00 and below
Second Band	More than 1300.00 but less than 2600.00	More than 4500.00 but less than 9000.00	More than 1100.00 but less than 2200.00	More than 3600.00 but less than 7200.00
Third Band	Between 2600.00 and 3900.00	Between 9000.00 and 14000.00	Between 2200.00 and 3307.20	Between 7200.00 and 11000.00
Fourth Band	More than 3900.00 but less than 5200.00	More than 14000.00 but less than 18500.00	More than 3300.00 but less than 4400.60	More than 11000.00 but less than 14500.00
Fifth Band	Between 5200.00 and 6500.00	Between 18500.00 and 23000.00	Between 4400.00 and 5500.00	Between 14500.00 and 18000.00
Sixth Band	More than 6500.00	More than 23000.00	More than 5500.00	More than 18000.00