Contact Phase

INSERT FROM THE MM INTERVIEW

T1. The type of employee representation

1 – Shop steward
2 –
3 –
4 –
5 –
6 –
7 –

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME]

[IF SPECIFIC NAME WAS PROVIDED]
S1a. Good morning / afternoon, my name is ... from [INSTITUTE]. I would like to talk to:

[AFTER THE CONTACT PERSON HAS BEEN REACHED:]
Good morning / afternoon, my name is ... from [INSTITUTE].
We are conducting a survey on behalf of the European Foundation for the Improvement of Living and Working Conditions (Eurofound). Eurofound is an agency of the European Union doing research and providing advice to policy makers on living and working conditions in Europe. We are carrying out a survey on how the involvement of employees and their representatives in the organisation of work contributes to innovation.
We have already conducted an interview with the management of this establishment. Now we would like to conduct an interview with You, as the representative of the [ER body] in charge of employee representation at this establishment.

We are going to ask questions specifically about the establishment at this location.

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME]

[IF SPECIFIC NAME WAS PROVIDED]
S1a. Good morning / afternoon, my name is ... from [INSTITUTE]. I would like to talk to:

[AFTER THE CONTACT PERSON HAS BEEN REACHED:]
Good morning / afternoon, my name is ... from [INSTITUTE].
We are conducting a survey on behalf of the European Foundation for the Improvement of Living and Working Conditions (Eurofound). Eurofound is an agency of the European Union doing research and providing advice to policy makers on living
and working conditions in Europe. We are carrying out a survey on how the involvement of employees and their representatives in the organisation of work contributes to innovation.

We have already conducted an interview with the management at: Now we would like to conduct an interview with You, as the representative of the [ER body] in charge of employee representation at that establishment.

We are going to ask questions specifically about the establishment at:

Would you have time now to participate in this survey? It will take about 15 minutes.

Would you have time now to participate in this survey? It will take about 15 minutes.

- Yes, respondent is available now.................................00  SKIP TO INTRO BEFORE Q1
- Respondent transferred call to another person ................01
- Change language .............................................................20

Call back
- Schedule time for callback ..........................................02
- Respondent is not available during the fieldwork other eligible respondent possible, record info .........................03
- Respondent is not competent, other eligible respondent possible, record info ...............................................04
- Refused by gatekeeper ..................................................05
- Refused by respondent, other eligible respondent possible, record info ...................................................06

No call back
- Respondent is not available during the fieldwork, no other respondent is available ........................................07
- Hard refusal by the eligible respondent..........................08
- Language barrier...........................................................09

[IF ONLY POSITION, FUNCTION IS PROVIDED OR NO INFORMATION AT ALL]

S1b. Good morning / afternoon, my name is ... from [INSTITUTE]. We are conducting a survey on behalf of the European Foundation for the Improvement of Living and Working Conditions (Eurofound). Eurofound is an agency of the European Union doing research and providing advice to policy makers on living and working conditions in Europe. We are carrying out a survey on how the involvement of employees and their representatives in the organisation of work contributes to innovation.

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME]

We have already conducted an interview with the management of this establishment.

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME]

We have already conducted an interview with the management at:
[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME AND Multiple individuals not possible (excel) AND Multiple bodies not possible (ER2<>2)]
Now we would like to conduct an interview with the [employee representation body] at this establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME AND Multiple individuals not possible (excel) AND Multiple bodies not possible (ER8_2<>2)]
Now we would like to conduct an interview with the [employee representation body] at that establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME AND Multiple individuals not possible (excel) AND Multiple bodies possible (ER2=2)]
Now we would like to conduct an interview with the [employee representation body] that represents the highest proportion of employees at this establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME AND Multiple individuals not possible (excel) AND Multiple bodies possible (ER8_2=2)]
Now we would like to conduct an interview with the [employee representation body] that represents the highest proportion of employees at that establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME AND Multiple individuals possible (excel) AND Multiple bodies not possible (ER2<>2)]
Now we would like to conduct an interview with the highest-ranking employee representative of the [employee representation body] at this establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME AND Multiple individuals possible (excel) AND Multiple bodies not possible (ER8_2<>2)]
Now we would like to conduct an interview with the highest-ranking employee representative of the [employee representation body] at that establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME AND Multiple individuals possible (excel) AND Multiple bodies possible (ER2=2)]
Now we would like to conduct an interview with the highest-ranking employee representative of the [employee representation body] that represents the highest proportion of employees at this establishment

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME AND Multiple individuals possible (excel) AND Multiple bodies possible (ER8_2=2)]
Now we would like to conduct an interview with the highest-ranking employee representative of the [employee representation body] that represents the highest proportion of employees at that establishment

- The respondent is this person.................................00    GO TO Q1
- Respondent transferred call to another person ..........01
- Change language .....................................................20

Call back
- Schedule time for callback ........................................02
- Respondent is not available during the fieldwork other eligible respondent possible, record info .................03
- Respondent is not competent, other eligible respondent possible, record info ...................................... 04
- Refused by gatekeeper .......................................................................................... 05
- Refused by respondent, other eligible respondent possible, record info .......................................................... 06

**No call back**
- Respondent is not available during the fieldwork, no other respondent is available ............................................ 07
- Hard refusal by the eligible respondent ............................................. 08
- Language barrier ........................................................................................... 09

**[INTERVIEWER: stress if necessary:]**
- Interview with the management has been carried out already.
- Management agrees that employee representative is interviewed.
- Confidentiality of responses: Answers will not be passed on to the management, the data will be anonymised and analysed on an aggregate level only.
- 15 minute interview
- The survey is conducted on behalf of the European Foundation for the Improvement of Living and Working Conditions: Eurofound. Eurofound is a European agency that was set up to contribute to the planning and design of better living and working conditions in Europe by informing European and national level policy makers in governments, employers organisations and trade unions.]

**S2. [INTERVIEWER: Tick what applies.]**

- Telephone is answered by a new respondent ................. 1  start with S1 again
- Line busy / not answered ................................................................. 2 END (try again later).
- Back to original person or switchboard ............................... 3 GO TO S3

**S3. I still would like to talk to the [employee representation body] in this establishment.**

**[INTERVIEWER: if necessary:]**
May I have the full name and the extension of this person?

- Mr ........................................................................................ 1
- Ms ....................................................................................... 2
- Name:  _______________________________________________________
- Direct telephone number (including city code):  _______________________

- Information obtained ................................................................. 1 GO TO S4
- Call the present number (switchboard) again later on ........ 2 GO TO S4
- Refused ............................................................................... 9 END (definitive non-response)

**S4. What do you think would be the best time to call again?**
S5. Thank you for your help. Good bye.

[INTERVIEWER: End call (try again later).]
Characteristics of the ER, the ER-body and the establishment

[Interviewer, PLEASE NOTE!!
In the following questions please apply the appropriate grammar to the automatically inserted [Employee representation body].]

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME]
You were selected for this interview as a representative of the [ER-body] at this establishment. I would like to start by asking you some questions about this [ER-body] at this establishment.

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME]
You were selected for this interview as a representative of the [ER-body] for the establishment at: I would like to start by asking you some questions about the [ER-body] at the establishment at:

[IF THE ESTABLISHMENT FOR MM AND ER IS THE SAME]
[ASK IN CASE OF SINGLE-PERSON ER-BODIES]
You were selected for this interview as [ER-body] at this establishment. I would like to start by asking you some questions about your role as a [ER-body] at this establishment.

[IF THE ESTABLISHMENT FOR MM AND ER IS NOT THE SAME]
[ASK IN CASE OF SINGLE-PERSON ER-BODIES]
You were selected for this interview as [ER-body] of the establishment at: would like to start by asking you some questions about your role as a [ER-body] at the establishment at: When answering please ALWAYS give your response only about this establishment at:

Q0. First, for quality assurance purposes let me verify your name.

[Programmer: If name was given by informant earlier, the fields to be pre-filled in by the names received]

- FIRST (GIVEN) NAME:  ___________________________
- SECOND (FAMILY) NAME:  ________________________
- [No answer] .......................................................... 9

[ASK ONLY IF INFO PACK WAS SENT– INFORMATION DERIVED FROM THE SAMPLE FILE]
INFO1. Also for quality assurance purposes, please let me know if you have come across the information materials we sent you about this survey – it was sent via email.

- Yes, has seen it (but didn’t read) ........................................ 1 KEEP GOING
- Yes, read it ..................................................................... 2 KEEP GOING
- No .................................................................................. 3 KEEP GOING
- [Don’t know] ................................................................. 8 KEEP GOING
[IN CASE OF SINGLE-PERSON ER-BODIES SKIP TO Q2A]

Q1. Besides you, how many representatives are on the [ER body] that you are a member of?

[INTERVIEWER: The question refers to principal members only, so please exclude alternate members (deputies).]

- Number of members: _____________________________
- [Don't know] .......................................................... 99998
- [No answer] ........................................................... 99999

[ASK IF T1 ≠ 1]

Q2. How many members of the [ER-body] act on behalf of a trade union?

- Number of members: _____________________________  GO TO Q3
- [Don't know] .......................................................... 99998  GO TO Q3
- [No answer] ........................................................... 99999  GO TO Q3

Q2A. Do you act on behalf of a trade union?

- Yes .............................................................................. 1
- No................................................................................ 2
- [Don't know] ............................................................ 998
- [No answer] ............................................................. 999

[IN CASE OF SINGLE-PERSON ER-BODIES SKIP TO Q4]

Q3. How many members of the [ER-body] are women?

- Number of members: _____________________________
- [Don't know] .......................................................... 99998
- [No answer] ........................................................... 99999

[ASK ALL]

Q4 [modified]. Approximately what percentage of employees at this establishment are members of a trade union?

- Percentage of employees: ___________________________%
- Number of employees: _____________________________
- [Don't know] .......................................................... 998
- [No answer] ........................................................... 999

[ASK IF Q4 = 998 OR 999]

Q5. Could you please give me your best estimate using the following categories?

- None........................................................................... 1
- Less than 20% ............................................................ 2
- 20 to 39% ................................................................. 3
- 40 to 59% ................................................................. 4
- 60 to 79% ................................................................. 5
Now I would like to ask you some questions about your position as an employee representative for this establishment.

**[ASK ALL]**

**Q6** [modified]. For how many years have you been an employee representative for this establishment?

*INTERVIEWER* If less than 1 year, please enter ‘1’. If the establishment has relocated, any time as ER at the previous location should also be included in the total.

- 80 to 99% ................................................................. 6
- All ................................................................................. 7
- [Don’t know] ............................................................... 8
- [No answer] ................................................................. 9

**[ASK ALL]**

**Q7.** For your current position as employee representative, were you elected or appointed?

- Elected ................................................................. 1 CONTINUE
- Appointed ............................................................... 2 SKIP TO Q9
- [Don’t know] ............................................................ 8 SKIP TO Q11
- [No answer] ............................................................. 9 SKIP TO Q11

**[IF Q7 = 1]**

**Q8.** Was this election open to the entire workforce or only to a part of the workforce, for instance, people in a specific occupational category or members of a specific trade union?

- The entire workforce ................................................. 1 SKIP TO INTRO BEFORE Q11
- Part of the workforce .................................................. 2 SKIP TO INTRO BEFORE Q11
- [Don’t know] ............................................................. 8 SKIP TO INTRO BEFORE Q11
- [No answer] .............................................................. 9 SKIP TO INTRO BEFORE Q11

**[IF Q7 = 2]**

**Q9.** By whom were you appointed?

- Trade union ............................................................ 1 CONTINUE
- Management ............................................................. 2 SKIP TO INTRO BEFORE Q11
- Other ............................................................................ 3 SKIP TO INTRO BEFORE Q11
- [Don’t know] ............................................................. 8 SKIP TO INTRO BEFORE Q11
- [No answer] .............................................................. 9 SKIP TO INTRO BEFORE Q11

**[IF Q9 = 1]**
Q10. Does this trade union represent the entire workforce or only a part of the workforce, for instance, people in a specific occupational category?

- The entire workforce ........................................................... 1
- Part of the workforce ........................................................... 2
- [Don’t know] ........................................................................ 8
- [No answer] ......................................................................... 9

Resources

The following questions are about the resources available to you for carrying out your duties as an employee representative.

[ASK ALL]
Q11 [modified]. Is there a designated number of hours per week of your working time that you are entitled to spend on your duties as an employee representative?

- Yes ...................................................................................... 1  CONTINUE
- No, I am not entitled to use my working time ...................... 2  SKIP TO Q14
- No, but I can use as much of my working time as is necessary ......................................................... 3  SKIP TO Q14
- [A full-time employee representative] ............................. 7  SKIP TO Q14
- [Don’t know] ........................................................................ 8  SKIP TO Q14
- [No answer] ......................................................................... 9  SKIP TO Q14

[IF Q11 = 1]
Q12. Per week, what number of hours of your working time are you entitled to spend on your duties as an employee representative?

[INTERVIEWER: If respondent gives a daily or monthly figure, please help him to convert it to weekly number of hours]

- Hours/week: ____________________________________
- [Don’t know] ................................................................. 998
- [No answer] ....................................................................... 999

Q13 [modified]. Is the designated time usually sufficient for fulfilling your duties as an employee representative?

[INTERVIEWER: The question refers to the sufficiency of the available time under normal circumstances.]

- Yes ...................................................................................... 1
- No ....................................................................................... 2
- [Don’t know] ........................................................................ 8
- [No answer] ......................................................................... 9
[ASK ALL]
Q14 [modified]. In the last 12 months have you received training related to your role as employee representative?

[INTERVIEWER: The training could be given internally or externally, organised by the employee representative body, by a trade union or also the employer.]

- Yes.................................................................................................1
- No.................................................................................................2
- [Don't know] ..................................................................................8
- [No answer].....................................................................................9

[ASK ALL]
Q15. Does the [ER-body] have access to funding for external advice?

[INTERVIEWER: If the [ER-body] has its own budget, the answer is ‘yes’.

- Yes.................................................................................................1
- No.................................................................................................2
- [Don't know] ..................................................................................8
- [No answer].....................................................................................9

Functioning of the ER

The next section is about the ways in which the [ER-body] communicates with employees and management in this establishment.

[IF T1=1]
Q16. In this establishment, does the [ER-body] use the following ways to communicate with trade union members?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Don't know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Meetings during working hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Meetings outside working hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Disseminate information through newsletters, notice boards, website, email, etcetera</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Engage in discussions through social media or in online discussion boards</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[IF T1=1]
Q17. Does the [ER-body] communicate directly with all employees in the establishment, so including non-union members?

- Yes.................................................................................................1 CONTINUE
- No.................................................................................................2 GO TO Q19
- [Don't know] ..................................................................................8 GO TO Q19
Q18. How does the [ER-body] communicate with employees in this establishment?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Don't know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Through meetings during working hours</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Through meetings outside working hours</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C Disseminate information through newsletters, notice boards, website, email, etcetera</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>D Engage in discussions through social media or in online discussion boards</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

Q19. Under normal circumstance, how often does the employee representation have meetings with management? Is this...?

[INTERVIEWER: We mean pre-arranged meetings with a predetermined agenda. If the frequency of meetings is different at different levels of management, or with regard to different topics, please record the most frequent meeting intervals.]

- At least once a week ........................................................... 1
- At least once a month ......................................................... 2
- At least once every quarter ................................................. 3
- At least once a year ............................................................ 4
- Less than once a year ......................................................... 5
- [Don't know] ........................................................................ 8
- [No answer] ......................................................................... 9

Q20 [modified]. Do you agree or disagree with the following statements ...?

[ROTATE FROM A-F]

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>[Don't know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Employees value the work of the employee representation.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Employees rarely express interest in the outcome of consultations or negotiations.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C The relationship between management and employee representation can best be described as hostile.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
Provision of information

Now I would like to ask you some questions on the information that management provides to the [ER-body].

[ASK ALL]
Q21 [modified]. In the last 12 months, has management provided the [ER-body] with any information on the following issues?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Not applicable]</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>The financial situation of the establishment</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>B</td>
<td>The employment situation of the establishment</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>C</td>
<td>The introduction of new or significantly changed products or services in the establishment (new)</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>D</td>
<td>The introduction of new or significantly changed processes to produce goods or provide services in the establishment (new)</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>E</td>
<td>Strategic plans with regard to the establishment (e.g. business targets, plans for investments, plans to expand activities, etcetera)</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

[ASK IFQ21_A = 1]
Q22. You mentioned that management provided information on the financial situation of the establishment. Did this include expectations for the future?

- Yes ...................................................................................... 1
- No ........................................................................................ 2
- [Don’t know] ........................................................................ 8
- [No answer] ........................................................................ 9
Q23. You mentioned that management provided information on the employment situation of the establishment. Did this include expectations for the future?

- Yes ...................................................................................... 1
- No........................................................................................ 2
- [Don’t know] ........................................................................ 8
- [No answer]........................................................................... 9

Q24 [modified]. Thinking about all the information management has provided you with in the last 12 months, did you usually receive it in good time?

- Yes ...................................................................................... 1
- No........................................................................................ 2
- [Don’t know] ........................................................................ 8
- [No answer]........................................................................... 9

Q25 [modified]. And, in general, was the quality of the information satisfactory?

- Yes ...................................................................................... 1
- No........................................................................................ 2
- [Don’t know] ........................................................................ 8
- [No answer]........................................................................... 9

Employee involvement in important developments in the establishment

[ASK ALL]
Q26. In the last 12 months, were any major decisions taken by the management of this establishment in the following areas? Please only refer to decisions that affect the entire establishment or a large part of it.

<table>
<thead>
<tr>
<th>Area</th>
<th>Yes</th>
<th>No</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A The organisation of work processes</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Recruitment and dismissals</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C Occupational health and safety</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>D Training and career development</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>E Working time arrangements</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>F Restructuring measures</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

[IF AT LEAST TWO ITEMS IN Q26 ARE ANSWERED WITH YES]
Q27. Which of these decisions has had the greatest impact on working conditions in this establishment?

[IF Q26_A = 1]
- The organisation of work processes ........................................... 1

[IF Q26_B = 1]
- Recruitment and dismissals .......................................................... 2

[IF Q26_C = 1]
- Occupational health and safety...................................................... 3

[IF Q26_D = 1]
- Training and career development .................................................. 4

[IF Q26_E = 1]
- Working time arrangements......................................................... 5

[IF q26_F = 1]
- Restructuring measures................................................................. 6
- [Don’t know] ................................................................................... 8
- [No answer] .................................................................................... 9

[IF ONLY ONE ITEM IN Q26_A-F =1 OR IF Q27 < 8]

Q28. With regard to the decision on [answer to Q26/Q27], was the [ER-body]...

<table>
<thead>
<tr>
<th>ISO</th>
<th>Yes</th>
<th>No</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

[IF Q28_B or Q28_C = 1]

Q29. Who initiated this involvement of the [ER-body]?

- Management .................................................................................... 1
- Employees or the employee representation.................................... 2
- Joint initiative................................................................................ 3
- [It’s a legal obligation]................................................................. 4
- [Don’t know] ................................................................................... 8
- [No answer] .................................................................................... 9

[IF ONLY ONE ITEM IN Q26_A-F =1 OR IF Q27 < 8]

Q30. Was an ad-hoc group set up to discuss these decisions with regard to [answer to Q26/Q27]? By an ad-hoc group we mean a temporary group or committee consisting of representatives of management and employees.

- Yes ............................................................................................. 1  CONTINUE
Q31. Who proposed to set up an ad-hoc group?

[INTERVIEWER: Read if necessary: By an ad-hoc group we mean a temporary group or committee consisting of representatives of management and employees.]

- Management ................................................................. 1
- Employees or the employee representation.............. 2
- Joint initiative................................................................. 3
- [Don’t know] ................................................................. 8
- [No answer] ................................................................. 9

Q32. Besides management, who was part of the ad-hoc group?

[INTERVIEWER: Read if necessary: By an ad-hoc group we mean a temporary group or committee consisting of representatives of management and employees.]

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Formal employee representatives</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Individual employees</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

Q33. With regard to the decision on [answer to Q26/Q27], was the ad-hoc group...

[INTERVIEWER: Read if necessary: By an ad-hoc group we mean a temporary group or committee consisting of representatives of management and employees.]

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Informed by management</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Asked to give their views ahead of the decision</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C Involved in joint decision making with management</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

Q34. With regard to the decision on [Answer to Q26/Q27], were employees directly...

[IF ONLY ONE ITEM IN Q26_A-F =1 OR IF Q27 < 8]

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Informed by management</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Asked to give</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
their views ahead of the decision

| C: Involved in joint decision making with the management | 1 | 2 | 8 | 9 |

[IF Q34_B or Q34_C = 1]

Q35. Who initiated this direct involvement of employees?

- Management ................................................................. 1
- Employees or the employee representation .................. 2
- Joint initiative ............................................................. 3
- [Don’t know] ............................................................... 8
- [No answer] ................................................................. 9

[IF Q28_B = 1 or Q28_C = 1 or Q33_B = 1 or Q33_C = 1 or Q34_B = 1 or Q34_C = 1]

Q36. Did any of the following higher level agreements or regulations have an impact on the discussions about these decisions in the area of [answer to Q26/Q27]?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>An existing collective agreement</td>
<td>1</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>B</td>
<td>Company/organisational policy</td>
<td>1</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>C</td>
<td>Legislation</td>
<td>1</td>
<td>2</td>
<td>8</td>
</tr>
</tbody>
</table>

[IF Q28_B = 1 or Q28_C = 1 or Q33_B = 1 or Q33_C = 1 or Q34_B = 1 or Q34_C = 1]

Q37. Thinking about the decisions in the area of [answer to Q26/Q27] in this establishment, do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Q33_B = 1 or Q33_C = 1 or Q34_B = 1 or Q34_C = 1] A</td>
<td>The direct involvement of employees has improved the outcome for working conditions in this establishment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>[Q33_B = 1 or Q33_C = 1 or Q34_B = 1 or Q34_C = 1] B</td>
<td>The direct involvement of employees made the process unnecessarily complicated.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>[Q33_B = 1 or Q33_C = 1 or Q34_B = 1 or Q34_C = 1] C</td>
<td>The direct involvement of employees in the discussion on this issue reflects common practice in this establishment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>
The involvement of the [ER-body] in the discussion on this issue reflects common practice in this establishment.

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q38.** Still thinking about the decision in the area of [answer to Q26/Q27] in this establishment, would you say the [ER-body] had no influence, some influence or a strong influence on the management decision?

- No influence ........................................................................ 1
- Some influence ................................................................... 2
- Strong influence .................................................................. 3
- [Don’t know] ........................................................................ 8
- [No answer] ......................................................................... 9

**Q39.** And would you say employees had no direct influence, some direct influence or a strong direct influence on the management decision?

- No influence ........................................................................ 1
- Some influence ................................................................... 2
- Strong influence .................................................................. 3
- [Don’t know] ........................................................................ 8
- [No answer] ......................................................................... 9

**Q40 [modified].** You identified other areas in which the management of this establishment recently took major decisions. Would you say the [ER-body] had no influence, some influence or a strong influence on the management decisions in the following areas?

<table>
<thead>
<tr>
<th></th>
<th>The organisation of work processes</th>
<th>No influence</th>
<th>Some influence</th>
<th>Strong influence</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>[ASK IF Q26_A = 1 &amp; Q27 ≠ 1]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B</td>
<td>[ASK IF Q26_B = 1 &amp; Q27 ≠ 2]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C</td>
<td>[ASK IF Q26_C = 1 &amp; Q27 ≠ 3]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>D</td>
<td>[ASK IF Q26_D = 1 &amp; Q27 ≠ 4]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>E</td>
<td>[ASK IF Q26_E = 1 &amp; Q27 ≠ 5]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>F</td>
<td>[ASK IF Q26_F]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
[IF AT LEAST TWO ITEMS IN Q26 ARE ANSWERED WITH YES]

Q41. And what direct influence did the employees have on the management decisions in the following areas, again choosing between no influence, some influence or a strong influence?

[Interviewer: Read if necessary: By ‘direct’ influence we mean without involving the employee representation]

<table>
<thead>
<tr>
<th>[ASK IF Q26_A = 1 &amp; Q27 ≠ 1]</th>
<th>No influence</th>
<th>Some influence</th>
<th>Strong influence</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A The organisation of work processes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>[ASK IF Q26_B = 1 &amp; Q27 ≠ 2]</td>
<td>No influence</td>
<td>Some influence</td>
<td>Strong influence</td>
<td>[Don’t know]</td>
<td>[No answer]</td>
</tr>
<tr>
<td>B Recruitment and dismissals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>[ASK IF Q26_C = 1 &amp; Q27 ≠ 3]</td>
<td>No influence</td>
<td>Some influence</td>
<td>Strong influence</td>
<td>[Don’t know]</td>
<td>[No answer]</td>
</tr>
<tr>
<td>C Occupational health and safety</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>[ASK IF Q26_D = 1 &amp; Q27 ≠ 4]</td>
<td>No influence</td>
<td>Some influence</td>
<td>Strong influence</td>
<td>[Don’t know]</td>
<td>[No answer]</td>
</tr>
<tr>
<td>D Training and career development</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>[ASK IF Q26_E = 1 &amp; Q27 ≠ 5]</td>
<td>No influence</td>
<td>Some influence</td>
<td>Strong influence</td>
<td>[Don’t know]</td>
<td>[No answer]</td>
</tr>
<tr>
<td>E Working time arrangements</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>[ASK IF Q26_F = 1 &amp; Q27 ≠ 6]</td>
<td>No influence</td>
<td>Some influence</td>
<td>Strong influence</td>
<td>[Don’t know]</td>
<td>[No answer]</td>
</tr>
<tr>
<td>F Restructuring measures</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

[Ask all]

Q42a. Thinking more generally about the involvement of employees and of the [ER-body] in decision making in this establishment, do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>[Don’t know]</th>
<th>[No answer]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A The [ER-body] should be involved more in decision making in this establishment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Employees should be involved more in decision making in this establishment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C Management can be trusted</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

The determination of pay
[ASK ALL]
Q43. Since the beginning of 2010, were there negotiations at this establishment between management and the employee representation with regard to...

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Basic pay</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B Performance based pay</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C Financial participation (e.g. share ownership, profit sharing)</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

Work climate

[ASK ALL]
Q44. How would you rate the current general work climate in this establishment? Is it ‘very good’, ‘good’, ‘neither good nor bad’, ‘bad’, or ‘very bad’?

- Very good............................................................................ 1
- Good................................................................................... 2
- Neither good nor bad .......................................................... 3
- Bad...................................................................................... 4
- Very bad.............................................................................. 5
- [Don’t know] ........................................................................ 8
- [No answer] ........................................................................ 9

[ASK ALL]
Q45. Since the beginning of 2010, the general work climate in this establishment...

- Improved.................................................................................. 1
- Worsened................................................................................. 2
- Remained about the same ....................................................... 3
- [Don’t know] ............................................................................. 8
- [No answer] .............................................................................. 9

Industrial action

The following questions are about the occurrence of industrial action at this establishment.

[ASK ALL]
Q46. Please tell me if any of the following types of industrial action took place in this establishment, since the beginning of 2010?

[INTERVIEWER: By work-to-rule we mean the situation where employees do no more than the minimum required by the rules of their contract, and follow regulations to the letter.]
<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A  Work-to-rule or refusal to do overtime</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>B  Work stoppage or strike for less than a day</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>C  Strike of a day or more</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>D  Blockade or occupation</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

[ASK IF Q46_A=1 OR Q46_B=1 OR Q46_C=1 OR Q46_D=1]

Q47. Did any of the industrial actions refer to an issue that was specific to your company/organisation?

[INTERVIEWER: Note that this question refers to the issue which triggered the industrial action, not the action itself. E.g. if an issue that affects the entire country or sector results in industrial action confined to the company/organisation, the answer to this question is ‘no’.]

- Yes ...................................................................................... 1
- No........................................................................................ 2
- [Don’t know] ........................................................................ 8
- [No answer] ........................................................................... 9

[ASK IF Q47=1]

Q48. Thinking of the last instance of industrial action referring to an issue specific to your company/organisation, what was the outcome?

- The employer (largely) met the demands of the employees . 1
- The employees (largely) dropped their demands .................. 2
- A balanced agreement was reached...................................... 3
- The action ended, but the issue remained unresolved ......... 4
- [Don’t know] .......................................................................... 8
- [No answer] ........................................................................... 9

Finalise interview

R1. [INTERVIEWER:] Please record the sex of the respondent.

- Woman .................................................................................. 1
- Man ....................................................................................... 2

R2. May we contact you again later if we should have any additional questions?

- Yes........................................................................................ 1
- No.......................................................................................... 2
- [Don’t know] .......................................................................... 8
- [No answer] ........................................................................... 9

[ASK IF R2 = 1 & Q0 = 9.]
R3. In order to re-contact you, can I ask your name please?

- FIRST (GIVEN) NAME: __________________________
- SECOND (FAMILY) NAME: ________________________
- [No answer] ................................................................. 9

[ASK IF R2 = 1 & Q0 <> 9.]
Can I once again confirm your name, to make sure we can re-contact you in the future?

[Programmer: fill in with name given in Q0.]

- FIRST (GIVEN) NAME: __________________________
- SECOND (FAMILY) NAME: ________________________
- [No answer] ................................................................. 9

Thank you very much for your cooperation.

END OF THE INTERVIEW