

## European Company Survey 2019

### Online questionnaire for Employee representative respondents

#### ***Information note***

The European Company Survey 2019 (ECS 2019) used a push-to-web approach. Establishments across all EU Member States were contacted via telephone to identify a management respondent, and, where possible, an employee representative respondent. Respondents were then asked to fill out the survey questionnaire online.

This document presents the source (online) questionnaire of the ECS 2019 for **employee representative respondents**, adapted into an **easier-to-read format**. This means that the following **adaptations** have been made:

- Three differently worded versions of the questionnaire were developed for: (i) single independent companies with no subsidiary sites, (ii) subsidiary sites of multi-site companies and (iii) headquarters of multi-site companies. The questionnaire shown in this document presents the wording used for subsidiary sites of multi-site companies.
- During the initial telephone contact with the establishments, the type of employee representation was identified, and differently worded versions of the questionnaire were developed for each of the eight types of employee representation. The questionnaire shown in this document uses generic wording for [the ER-body].
- In the online questionnaire, for some questions, a definition was presented upfront as part of the question, while in other questions, definitions were shown when scrolling over (or clicking on) an (i) symbol. In the questionnaire presented in this document, the definitions are shown next to an (i) symbol placed after the question stem.
- The online version of the questionnaire does not contain question numbers, nor shows question labels; both have been added in this version of the questionnaire. Routing instructions have also been added (in **CAPITAL** letters) and information on question type is shown in *Italics*.

Thank you for agreeing to take part in the European Company Survey 2019.

1. **[ERCONFIRM]** You have been asked to fill out this questionnaire because you are one of the more senior members of [the ER-BODY] for [name/address of the target company/establishment]. Is this correct?

*Tick one box only.*

- ☐ Yes  
☐ No

2. **[ERNOCONFIRM]** In what role do you represent employees at this establishment?

**i** When the term 'establishment' is used in this survey, it refers to: [name/address of the target establishment].

*Tick one box only.*

- ☐ I am a member of [ER-BODY 1]  
☐ I am a [ER-BODY 2]  
☐ I am a member of [ER-BODY 3]  
☐ I am a member of [ER-BODY 4]  
☐ I am a member of [ER-BODY 5]  
☐ I am a [ER-BODY 6]  
☐ I am a member of [ER-BODY 7]  
☐ I am a [ER-BODY 8]  
☐ I do not work as an employee representative for this establishment

3. **[ERBSIZE]** Including yourself, how many people are there on [the ER-BODY] in this establishment?

Number

→ IF =1 GO TO QUESTION 5  
→ IF >1 GO TO QUESTION 4

4. **[ERBTU]** How many of those people, including yourself, are on [the ER-body] because they were nominated by a trade-union?

Number

→ IF =0 GO TO QUESTION 6

5. **[ERTUREP]** Are you on [the ER-body] because you were nominated by a trade-union?

*Tick one box only.*

- ☐ Yes  
☐ No

6. **[TUMEMB]** Approximately how many employees at this establishment are members of a trade union? Your best estimate is good enough.

*Enter the exact number of employees or tick one of the percentage categories.*

Number

Percentage

- ☐ None at all  
☐ Less than 20%  
☐ 20% to 39%  
☐ 40% to 59%  
☐ 60% to 79%  
☐ 80% to 99%  
☐ All

7. **[ERELECT]** Is the appointment of employee representatives in this establishment based on the result of elections?

*Tick one box only.*

- ☐ Yes  
☐ No

8. **[ERELECTBY]** Are these elections open to all employees at this establishment or only to a part of them, for instance, those in a specific occupational category or members of a specific trade union?

*Tick one box only.*

- ☐ All employees  
☐ A specific category of employees

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

*Indicate a number or tick the 'Less than one year' box.*

- ☐ Less than one year

10. **[ERSETTIME]** Are you allowed to spend some or all of your working time on your duties as an employee representative?

*Tick one box only.*

- ☐ Yes, all of my working time → [GO TO QUESTION 11](#)  
☐ Yes, some of my working time → [GO TO QUESTION 12](#)  
☐ No → [GO TO QUESTION 14](#)

11. **[ERHOURS1]** What is your contractual working time in hours per week?

*Tick one box only.*

- ☐ 8 hours or less  
☐ Between 9 and 19 hours  
☐ Between 20 and 34 hours  
☐ 35 hours or more

12. **[ERHOURS2]** Per week, how many hours of your working time are you entitled to spend on your duties as an employee representative?

*Tick one box only.*

- ☐ 4 hours or less  
☐ Between 5 and 8 hours  
☐ Between 9 and 19 hours  
☐ Between 20 and 34 hours  
☐ 35 hours or more

13. **[ERTIMESUF]** Is the designated time usually sufficient for fulfilling your duties as an employee representative?

*Tick one box only.*

- ☐ Yes  
☐ No

**14. [ERTRAIN] In 2018, have you received training related to your role as employee representative?**

*Tick one box only.*

- ☐ Yes  
☐ No

**15. [ERBFUND] Does [the ER-BODY] have access to funding for external advice?**

*Tick one box only.*

- ☐ Yes  
☐ No

**16. [ERBC] How does [the ER-BODY] communicate with employees in this establishment?**

- i** The term '**establishment**' refers to: [name/address of the target establishment]  
**i** The term '**employees**' refers to the people that work in this establishment that are not managers.  
**i** **Meetings** might take place outside business hours because employees are not allowed to attend meetings during working hours, or because certain topics are better discussed outside of the business premises.

*For each question, Tick one box only.*

**[ERBCMEEIN] Through meetings during working hours**

- ☐ Yes  
☐ No

**[ERBCMEEOUT] Through meetings outside working hours**

- ☐ Yes  
☐ No

**[ERBCNEWS] By disseminating information through newsletters, notice boards, website, email, etcetera**

- ☐ Yes  
☐ No

**17. [ERBSOCMED] Are there any social media accounts (such as Facebook, WhatsApp or Twitter) that are specifically created for the duties of [the ER-body]?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 18](#)  
☐ No → [GO TO QUESTION 19](#)

**18. [ERBCSOCMED] Do you use any of these social media accounts to communicate with the employees in this establishment?**

*Tick one box only.*

- ☐ Yes  
☐ No

**19. [ERSOCMED] Do you have any private social media accounts (such as Facebook, WhatsApp or Twitter)?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 20](#)  
☐ Yes → [GO TO QUESTION 21](#)

**20. [ERBSOCMED] Do you use any of your private social media accounts to communicate with the employees in this establishment?**

*Tick one box only.*

- ☐ Yes  
☐ No

**21. [EMPVALUE] In your opinion, to what extent do the employees appreciate the work of the employee representation at this establishment?**

*Tick one box only.*

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**22. [EMPINTEREST] In your opinion, to what extent are the employees at this establishment interested in the outcome of consultations or negotiations?**

*Tick one box only.*

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**The following questions are about the type of information management provided to [the ER-BODY], and about the quality and timeliness in which information is provided.**

**i** **'Management'** refers to the people that direct the establishment or a subset of it, e.g. units or departments focusing on different geographical markets or on specific functions (sales, human resources, logistic, purchases, production or lines of production). Managers have employees reporting to them, and are responsible for pay increases, bonuses or promotion of these employees.

**23. [INFFINANC] In 2018 has management provided [the ER-BODY] with any information on the financial situation of the establishment?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 24](#)  
☐ No → [GO TO QUESTION 25](#)

**24. [INFFINFUT] Did this information include expectations for the future?**

*Tick one box only.*

- ☐ Yes  
☐ No

**25. [INFEMPL] In 2018 has management provided [the ER-BODY] with any information on the employment situation of the establishment?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 26](#)  
☐ No → [GO TO QUESTION 27](#)

**26. [INFEMPFUT] Did this information include expectations for the future?**

*Tick one box only.*

- ☐ Yes  
☐ No

**27. [INFL] In 2018 has management provided [the ER-BODY] with any information on the following topics?**

*For each question, Tick one box only.*

**[INFNEWPROD] The introduction of new or significantly changed products or services at the establishment**

- ☐ Yes  
☐ No  
☐ Not applicable

**[INFNEWPROC] The introduction of new or significantly changed processes to produce goods or provide services at the establishment**

- ☐ Yes  
☐ No  
☐ Not applicable

**[INFSTRAT] Strategic plans with regard to the establishment (e.g. business targets, plans for investments, plans to expand activities, etcetera)**

- ☐ Yes  
☐ No  
☐ Not applicable

→ IF INFFINANC=NO & INFEMPL=NO  
& INFNEWPROD=NO &  
INFNEWPROC=NO & INFSTRAT=NO,  
GO TO QUESTION 31

**28. [INFMODE] Thinking about all the information management has provided [the ER-BODY] with in 2018, how was the information generally provided?**

*Please choose the way information was provided on most occasions.*

*Tick one box only.*

- ☐ On paper  
☐ By email  
☐ Direct access to documents on a digital information system or on the intranet of the company  
☐ Direct access to documents on a digital information system or on the intranet of the establishment  
☐ Verbally  
☐ Other

**29. [INFTIME] And thinking about all the information management has provided, did you usually receive it in good time?**

*Tick one box only.*





- ☐ Always  
☐ Most of the time  
☐ Sometimes  
☐ Rarely  
☐ Never

**30. [INFQUAL] And, in general, how satisfied or dissatisfied were you with the quality of information?**

*Tick one box only.*

- ☐ Very satisfied  
☐ Fairly satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Fairly dissatisfied  
☐ Very dissatisfied

**31. [TRAINANY] Since the beginning of 2016, has this establishment provided any training to any of its employees?**

-  The term '**establishment**' refers to: [name/address of the target establishment]
-  The term '**employees**' refers to the people that work in this establishment that are not managers
-  If this establishment was set up after **2016**, please answer the question for the period since the establishment was set up.
-  **Training** includes on-the-job training as well as training courses followed at work, on location or on the internet.

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 32](#)
- ☐ No → [GO TO QUESTION 39](#)

**32. [TRAINNEED] Is [the ER-BODY] at this establishment involved in the determination of the training needs for employees?**

*Tick one box only.*

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

**33. [TRAINBUD] Is [the ER-BODY] at this establishment involved in the allocation of the training budget?**

*Tick one box only.*

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ There is no designated training budget at this establishment

**34. [RESKILL] The skills needed by an establishment can change over time. This might be due to technological developments or changes at the establishment (such as restructuring).**

**Does this establishment have a training programme that specifically targets employees whose skills have become outdated by these types of changes?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 35](#)
- ☐ No → [GO TO QUESTION 36](#)

**35. [RESKILLER] Is [the ER-BODY] involved in the implementation of this programme?**

*Tick one box only.*

- ☐ Yes
- ☐ No

**36. [UPSKILL] Does this establishment have a training programme that specifically supports workers with low or no formal education to acquire better qualifications?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 37](#)
- ☐ No → [GO TO QUESTION 38](#)

**37. [UPSKILLER] Is [the ER-BODY] involved in the implementation of this programme?**

*Tick one box only.*

- ☐ Yes  
☐ No

**38. [ERWPSUPP] Workload and work schedules can prevent the participation of employees in training activities. Which of the following statements best describes what happens in practice at this establishment?**

*Tick one box only.*

- ☐ Participation in training and professional development activities is only possible if workload and work schedules allow for it  
☐ Workload and work schedules are adjusted to allow employees to participate in training and professional development activities

**39. [ITPRODIMPER] Data analytics refers to the use of digital tools for analysing data collected at this establishment or from other sources.**

**Does this establishment use data analytics to improve the processes of production or service delivery?**

*Tick one box only.*

- ☐ Yes  
☐ No

**40. [ITPERFMONER] Does this establishment use data analytics to monitor employee performance?**

*Tick one box only.*

- ☐ Yes  
☐ No



The following questions refer to decisions that affected the entire establishment or a large part of it.

**41. [DEC] Since the beginning of 2016, did the management of this establishment take any major decisions in the following areas?**

**i** The term '**establishment**' refers to: [name/address of the target establishment].

**i** If this establishment was set up after **2016**, please answer the question for the period since the establishment was set up.

**i** '**Management**' refers to the people that direct the establishment or a subset of it, e.g. units or departments focusing on different geographical markets or on specific functions (sales, human resources, logistic, purchases, production or lines of production). Managers have employees reporting to them, and are responsible for pay increases, bonuses or promotion of these employees.

*For each statement, Tick one box only.*

<b>[DECORG] The organisation and efficiency of work processes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>[DECRECR] Recruitment</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[DECDISM] Dismissals</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>[DECOSH] Occupational health and safety</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[DECTRAIN] Training and skill development</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>[DECTIME] Working time arrangements</b> <input type="checkbox"/> Yes <input type="checkbox"/> No

**42. [DECIMPORT] Out of all the decisions that management took since the beginning of 2016, which was the topic of the decision that had the greatest impact on employees in this establishment?**

*Tick one box only.*

- ☐ The organisation and efficiency of work processes
- ☐ Recruitment
- ☐ Dismissals
- ☐ Occupational health and safety
- ☐ Training and skill development
- ☐ Working time arrangements

**43. [DECER] With regard to this important decision on [ANSWER TO DECIMPORT], which of the following applies?**

*For each statement, Tick one box only.*

<b>[DECERINF] [The ER-BODY] was informed by management</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>[DECERCONS] [The ER-BODY] was asked to give their views ahead of the decision</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[DECERNEG] [The ER-BODY] was involved in joint decision making with management</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	

**44. IF DECERCONS=YES OR DECERNEG=YES [DECERINIT] Who initiated this involvement of [the ER-BODY]?**

*Tick one box only.*

- ☐ Management
- ☐ Employees or the employee representation
- ☐ Joint initiative
- ☐ It's a legal obligation

**45. With regard to this important decision on [ANSWER TO DECIMPORT], which of the following applies?**

*For each statement, Tick one box only.*

**[DECEMPINF] The employees were directly informed by management**

- ☐ Yes
- ☐ No

**[DECEMPCONS] The employees were asked directly to give their views ahead of the decision**

- ☐ Yes
- ☐ No

**[DECEMPNEG] The employees were directly involved in joint decision making with management**

- ☐ Yes
- ☐ No

**46. IF DECEMPCONS=YES OR DECEMPNEG=YES [DECEMPINIT] Who initiated this direct involvement of employees?**

*Tick one box only.*

- ☐ Management
- ☐ Employees or the employee representation
- ☐ Joint initiative
- ☐ It's a legal obligation

**47. IF DECEMPCONS=YES OR DECEMPNEG=YES [DECEMPIMPROV] In your opinion, to what extent has the direct involvement of employees in the process that led to this important decision [ANSWER TO DECIMPORT] improved the outcome for working conditions in this establishment?**

*Tick one box only.*

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**48. IF DECEMPCONS=YES OR DECEMPNEG=YES [DECEMPCOMPLIC] In your opinion, to what extent has the direct involvement of employees in the process that led to this important decision on [ANSWER TO DECIMPORT] made this process more complicated?**

*Tick one box only.*

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**49. IF DECEMPCONS=YES OR DECEMPNEG=YES [DECEMPCOMM] Did the direct involvement of employees in the process that led to [ANSWER TO DECIMPORT] reflect common practice in this establishment?**

*Tick one box only.*

- ☐ Yes
- ☐ No

**50. IF DECERCONS=YES OR DECERNEG=YES [DECERCOMM] Did the involvement of [the ER-BODY] in the process that led to this important decision [ANSWER TO DECIMPORT] reflect common practice in this establishment?**

*Tick one box only.*

- ☐ Yes  
☐ No

**51. [DECERINFLU] In your opinion, to what extent did [the ER-BODY] influence this important decision on [ANSWER TO DECIMPORT]?**

*Tick one box only.*

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**52. [DECEMPINFLU] And to what extent did employees have direct influence on this important decision on [ANSWER TO DECIMPORT]?**

*Tick one box only.*

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**The following questions are about the other areas you identified in which the management of this establishment recently took major decisions.**

**53. [ERERIN] In your opinion, to what extent did [the ER-BODY] influence management decisions in the following areas?**

*For each statement, Tick one box only.*

**[ERERINORG] The organisation and efficiency of work processes**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**[ERERINRECR] Recruitment**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**[ERERINDISM] Dismissals**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**[ERERINOSH] Occupational health and safety**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**[ERERINTRAIN] Training and skill development**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**[ERERINTIME] Working time arrangements**

- ☐ To a great extent  
☐ To a moderate extent  
☐ To a small extent  
☐ Not at all

**54. [EREPIN] In your opinion, to what extent did the employees have direct influence on management decisions in the following areas?**

*For each statement, Tick one box only.*

**[EREPINORG] The organisation and efficiency of work processes**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**[EREPINRECR] Recruitment**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**[EREPINDISM] Dismissals**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**[EREPINOSH] Occupational health and safety**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**[EREPINTRAIN] Training and skills development**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**[EREPINTIME] Working time arrangements**

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**55. [PAY] Since the beginning of 2016, were there negotiations at this establishment between management and [the ER-BODY] with regard to the following areas?**

**i** If this establishment was set up after **2016**, please answer the question for the period since the establishment was set up.

*For each statement, Tick one box only.*

**[PAYBAS] Basic pay**

- ☐ Yes
- ☐ No
- ☐ Employees in this establishment do not receive this type pay

**[PAYPIECE] Payment by results, for example piece rates, provisions, brokerages or commissions**

- ☐ Yes
- ☐ No
- ☐ Employees in this establishment do not receive this type pay

**[PAYPERFIND] Variable extra pay linked to individual performance following management appraisal**

- ☐ Yes
- ☐ No
- ☐ Employees in this establishment do not receive this type pay

**[PAYPERFTEAM] Variable extra pay linked to the performance of the team, working group or department**

- ☐ Yes
- ☐ No
- ☐ Employees in this establishment do not receive this type pay

**[PAYPROF] Variable extra pay linked to the results of the company or establishment (profit sharing scheme)**

- ☐ Yes
- ☐ No
- ☐ Employees in this establishment do not receive this type pay

**56. [ERINVOLVE] In your opinion, how much should [the ER-BODY] be involved in decision making in this establishment?**

*Tick one box only.*

- ☐ Less than currently
- ☐ The same as currently
- ☐ More than currently

**57. [EMPINVOLVE] In your opinion, how much should the employees be involved directly in decision making in this establishment?**

*Tick one box only.*

- ☐ Less than currently
- ☐ The same as currently
- ☐ More than currently

**58. [MANTRUST] In your opinion, to what extent does the employee representation at this establishment trust management?**

*Tick one box only.*

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**59. [ERBMEETMAN] In 2018, how often did [the ER-BODY] meet with management to discuss topics that were of general relevance to the establishment?**

*Tick one box only.*


- ☐ Once a week or more
- ☐ Several times a month
- ☐ Once a month
- ☐ Less than once a month
- ☐ Never

**60. [ERTREAT] Do you think employee representatives at this establishment are treated differently than other employees because of their position as employee representatives?**

*Tick one box only.*

- ☐ Yes, they are treated worse
- ☐ Yes, they are treated better
- ☐ No, they are treated the same

**61. [ERFIRE] Since the beginning of 2016, has it ever happened that an employee representative in this establishment lost his or her job because of their work as employee representatives?**

 If this establishment was set up after **2016**, please answer the question for the period since the establishment was set up.

*Tick one box only.*

- ☐ Yes
- ☐ No

**62. [MANCONF] In your opinion, to what extent does management at this establishment see the skills of employees as an important asset?**

*Tick one box only.*

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**63. [MANLISTEN] In your opinion, to what extent does management at this establishment listen to employees when they express their views on how to best do their work?**

*Tick one box only.*

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all

**64. [MANRELAT] How would you describe the relations between management and employees in this establishment in general?**

*Tick one box only.*

- ☐ Very good
- ☐ Good
- ☐ Neither good nor bad
- ☐ Bad
- ☐ Very bad

**The following questions are about collective actions that might have taken place at this establishment, that were directly related to issues specific to this establishment.**

**i** If this establishment was set up after **2016**, please answer the question for the period since the establishment was set up.

**65. [ACTSTRIKE] Since the beginning of 2016, did any work stoppage or strike take place at this establishment?**

**i** The term '**establishment**' refers to: [name/address of the target establishment].

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 66](#)
- ☐ No → [GO TO QUESTION 67](#)

**66. [STRIKEPART] Please think of the most recent work stoppage or strike. Approximately how many employees at this establishment took part? Your best estimate is good enough.**

*Enter the exact number of employees or tick one of the percentage categories.*

Number

Percentage

- ☐ None at all
- ☐ Less than 20%
- ☐ 20% to 39%
- ☐ 40% to 59%
- ☐ 60% to 79%
- ☐ 80% to 99%
- ☐ All

**67. [ACTRULE] Since the beginning of 2016, did any action based on work-to-rule or refusal to do overtime take place at this establishment?**

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 68](#)
- ☐ No → [GO TO QUESTION 69](#)

- 68. [RULEPART]** Please think of the most recent action based on work-to-rule or the refusal to do overtime. Approximately how many employees at this establishment took part? Your best estimate is good enough.

*Enter the exact number of employees or tick one of the percentage categories.*

Number

Percentage

- ☐ None at all
- ☐ Less than 20%
- ☐ 20% to 39%
- ☐ 40% to 59%
- ☐ 60% to 79%
- ☐ 80% to 99%
- ☐ All

- 69. [ACTSYMB]** Since the beginning of 2016, did any collective actions take place that did not disrupt the operations of the establishment? These actions could have been petitions, distributing leaflets, wearing badges etcetera.

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 70](#)
- ☐ No → [GO TO QUESTION 71](#)

- 70. [SYMBPART]** Please think of the most recent non-disruptive action. Approximately how many employees at this establishment took part? Your best estimate is good enough.

*Enter the exact number of employees or tick one of the percentage categories.*

Number

Percentage

- ☐ None at all
- ☐ Less than 20%
- ☐ 20% to 39%
- ☐ 40% to 59%
- ☐ 60% to 79%
- ☐ 80% to 99%
- ☐ All

- 71. [ACTTHREAT]** Since the beginning of 2016, was this establishment ever threatened with industrial action over an issue that was specific to the establishment?

*Tick one box only.*

- ☐ Yes → [GO TO QUESTION 72](#)
- ☐ No → [GO TO QUESTION 74](#)



**72. [ACTREASON] Please think of the last instance of industrial action or threat of industrial action referring to an issue specific to this establishment.**

**What was the issue that the industrial action or threat of industrial action was about?**

*Tick one box only.*

- ☐ Wages
- ☐ Planned restructuring resulting in closure of the establishment or staff reductions
- ☐ Pension and retirement rights
- ☐ Occupational health and safety
- ☐ Working time arrangements
- ☐ Other

**73. [ACTOUT] What was the outcome?**

*Tick one box only.*

- ☐ Management (largely) met the demands of the employees
- ☐ The employees (largely) dropped their demands
- ☐ A balanced agreement was reached
- ☐ The action ended or the threat was withdrawn, but the issue remained unresolved
- ☐ The action is still ongoing or the threat still stands

**74. [ERSEX] Which of the following categories best captures how you think of yourself?**

*Tick one box only.*

- ☐ Woman
- ☐ Man
- ☐ Other

**Eurofound and Cedefop may do follow-up research to gain better insight in workplace practices with regard to direct employee participation and social dialogue.** This could be case studies looking more in-depth in the implementation of these practices at the workplace, or online surveys, aimed at looking at related topics that are not covered in the current questionnaire, or looking at changes over time.

**To be able to re-contact you for this follow-up research, they would like to keep your contact details, appended to your survey answers. This data would be retained for a maximum of two years and it will be kept secure according to industry standards and would only be used for the purpose mentioned.**

**[ERFOLLOW1] Would you be happy for Ipsos to share your contact details and survey answers with Eurofound and Cedefop?**

*Tick one box only.*

- ☐ Yes
- ☐ No

**Thank you for your participation in the European Company Survey 2019.**