



Quality of work Index: Questionnaire 2022

For the *Quality of work Index*, a study on the situation and quality of work of employees in Luxembourg, more than 2,500 interviews are conducted every year since 2020 at the request of the Luxembourg Chamber of Employees (Chambre des salariés Luxembourg - CSL) using this questionnaire. The questionnaire contains a part of questions that are asked every year and a variable part of questions on a particular theme. The *Institute for Health and Behaviour* from the University of Luxembourg in collaboration with CSL has created this questionnaire and is responsible for the evaluation of the data collected. It is available in French, German, Luxembourgish, Portuguese and English.

Note:

The response category "no opinion" was not explicitly offered to respondents in the telephone interviews and has therefore been recorded by interviewers only if the interviewed have expressed this by themselves. That's why this category of response is not explicitly documented in the questionnaire.

Copyright:

Université du Luxembourg & Chambre des Salariés Luxembourg

1. Please tell me first of all when you were born? The indication of the year of birth is entirely sufficient. (gebjahr)

Filter: if the age is not less than 16 years and not more than 64 years

2. Are you currently working at least 10 hours per week? (scr2)

Yes

No

Filter: if the respondent works at least 10 hours a week

3. Do you currently have one or more employment relationships in Luxembourg? (scr3)

One employment relationship

Several employment relationships

No employment in Luxembourg

Filter: if one or more jobs

4. What is your professional status? Are you... (scr4)

Employee

Civil servant

Freelancer

Working family member

Self-employed freelancer

5. Gender of the interviewee (Sex)

Male

Female

Diverse / non-binary

Filter: if it is an employee, a civil servant, a freelancer, a working family member

**6. What professional activity are you currently pursuing?
Please provide an exact description of your professional activity, for instance "forwarding agent" rather than "commercial employee" or "machine fitter" rather than "labourer". If you are a civil servant, please indicate your official title, e.g. "police officer" or "senior teacher". (A011)**

7. Please give me a precise description of this professional activity. (A012)

8. Does this profession also have a special name? (A013)

9. Are you a superior for other employees? (A02)

Yes

No

10. What kind of work contract do you have? Is it ... (A04)

a permanent work contract

a fixed-term work contract

a temporary work contract

another contract?

11. Are you currently employed in... (A05)

a full-time job

or a part-time job?

other (minor professional activity included)

Filter: if part-time or other employment

12. How many hours are you contractually employed to work every week? (A06)

___ hours

no regulation by contract for weekly working hours

over 39 hours per week

13. You are contractually employed for how many days each week? (A29)

___ days

the number of working days is not contractually agreed

14. Now we move on to your actual working time. With reference to the last 12 months, how many hours a week do you work on average? Please include any regular additional time or overtime. (A07)

___ hours

15. Also regarding your actual working hours. Considering the last 12 months, how many days do you work on average per week? Please include any overtime or additional days worked on a regular basis. (A30)

___ days

16. How many times a month do you work 10 or more hours in a day? (A31)

every day

several times a week

several times a month

less often

Never

17. How is your working time regulated? (A08b)

The employer gives me fixed working hours.

I can personalize my working time within a certain range. Examples are flextime or flexible working hours.

The employer has specified several fixed work schedules from which I have to choose my working time.

I can configure my entire working time independently.

18. How often do your working hours change? (A32)

every day

several times a week

several times a month

less often

Never

19. How far in advance do you typically find out about these changes? (A33)

On the same day

On the previous day

Several days in advance

Several weeks in advance

20. How many days per month do you work in the evening from 7 PM or at night from 10 PM or at the weekend? (A09_10_11)

___ days

21. How often do you get less than 11 hours between the end of a working day and the start of the next working day? (A34)

every day

several times a week

several times a month

less often

Never

22. If you could decide freely how many hours you want to work, how many hours a week would you like to work at the moment? Please take into account that you must earn a living. (A13_2)

___ hours

23. How often, while carrying out your work, do you work in the following places?					
	Every day	Several times a week	Several times a month	Less often	never
At my employer's premises (e.g. office, factory, shop, school) (B22_1)					
At clients' premises (B22_2)					
In the car or another means of transport (B22_3)					
Outdoors (e.g. construction site, field, city streets) (B22_4)					
At home (B22_5)					
In public places such as cafés, airports, etc. (B22_6)					

Filter: if \geq "less often" in the previous question

24. If you had a choice, how much of your work time would you like to work at home? I would prefer... (B47)
...working exclusively in the company.
...working less than half of my working hours at home.
...working at least half of my working hours at home.
...working exclusively at home.
I can't do my job from home.

25. How often do you have to deal with childcare tasks in addition to work when working at home? (B48)
Never
Rarely
Sometimes
Often
Almost always

26. Here are a few questions concerning the company you are working for. What type of organisation is the company? Is it... (A14_1)
a private profit-oriented company
a State, Luxembourgish authority/organisation
a European or international entity or body?
other non-governmental organisation?

27. Please answer all the following questions only for the permanent establishment you are working for. What industry does the establishment you work in belong to? (A17)

Agriculture
Construction industry
Industry and manufacturing
Cleaning industry
Security
Trade
Hotel and restaurant trade
Retail and car repair shops
Consulting
Banking, insurance, finance
Passenger transport
Freight transport
IT industry
Media
Postal service and telecommunications
Education and teaching
Research
Hospitals
Social or health care sector
Real estate and housing
European Union or other international agencies (e.g. NATO, NAMSA,...)
Civil service, municipality, public administration
employed by private individuals (e.g. housekeeping)
other field

Filter: If Education and teaching

28. Is the organization you are working for a public or a private educational institution? (A17_2)

Public institution
Private institution

Filter: If State, communes, public administration

29. What exactly is the area concerned? (A17_3)

Public administration
Foreign affairs, Defense, Judicature/Justice, Public safety and order
Social security
other public services

30. For how long have you been working in this organization? Please start by indicating the month. (A18m &A18j)

_____ month _____ year

Filter: If belonging to the panel and A18m & A18j > 8 / 2021 OR A18j = 2022

31. Because you have changed your workplace since the last survey: How did your last employment relationship in Luxembourg end? (Z02a)
I resigned myself.
The employer gave notice for operational reasons.
Bankruptcy or business closure.
The employment relationship was terminated by mutual agreement.
I was given notice by the organisation for different reasons.
I fell ill, became unable to work or incapacitated.
My fixed-term employment contract expired.

Filter: Z02 = 1, 4

32. What prompted you to leave your previous employer? Were the reasons purely professional or purely personal or a combination of the two? (Z04a)
purely professional reasons
purely personal reasons
a combination of the two

Filter: Z02a = 2, 3, 5, 7 OR Z04a = 1, 3

33. The following is about possible career improvements that workers expect from a job change. Related to your last work shift: Please tell me to what extent you have expected certain career improvements. To what extent did you expect improvements concerning ... (Z05a)	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
Remuneration & Additional benefits					
Superiors					
Carrier- & Training possibilities					
Work contents					
Work volumes					
Work hours					
Treatment by colleagues and superiors					
Job security					
Other improvements					

Filter: Z02a = 2, 3, 5, 7 OR Z04a = 2, 3

34. To what extent did you expect improvements or changes in your private life from a change in jobs? I expected the following from a change in jobs... (Z06a)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... A closer proximity to the partner or to the family					
... A new beginning in private life					
... Shorter distances to work					
... Better reconciliation of work and private life					
... Other improvements					

35. Since when have you been working in your current position in that organization? (A19m & A19j)
____ month ____ year

36. How many people are employed in your permanent establishment? (A20)
1 – 4 employees
5 – 14 employees
15 – 49 employees
50 – 249 employees
250 and more employees

37. Are you personally a member of a union? (A22)
Yes
No

38. Now I have some questions regarding your working conditions within the organization. Please tell me in each case to what extent these conditions apply? To what extent...					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... does your work put you at risk of accident and injury? (B01_2)					
... is your work carried out in working conditions that are harmful to health? (B01_13)					
... can you decide how you carry out your work? (B01_3)					
...can you decide where you do your work? (B01_19)					
... can you determine your working hours yourself? (B01_4)					
... can you determine the order of your work tasks yourself? (B01_14)					
... can you determine the content of your work yourself? (B01_15)					
... are you involved in decisions in your organization? (B01_5)					
... does your superior consider your opinion in decisions or in upcoming changes? (B01_11)					

39. We would now like to know how often certain conditions arise in your work. How often...					
	Never	Rarely	Sometimes	Often	(Almost) always
... is your work physically strenuous, e.g. does it involve prolonged standing? (B02_1)					
... does your work leave you physically exhausted? (B02_10)					
... is your work mentally draining, e.g. if you are required to concentrate a lot? (B02_2)					
... are you required to concentrate simultaneously on several different tasks? (B02_4)					
... are you required to meet tight deadlines in your work? (B02_9)					
... are you under time pressure or rushed in your work? (B02_7)					
... does your work require you to control your feelings? (B02_13)					
... does your work require you to hide your true feelings? (B02_14)					

40. To what extent...					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... Does your work demand concentration? (B02_2_3)					
... Is your work intellectually challenging? (B02_2_4)					

41. Let us now talk briefly about your team environment at work. I will read out some statements to you. Please tell me in each case to what extent these statements apply to you. To what extent...					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you cooperate with your colleagues in your work? (B03_2)					
... do you receive feedback about your work from your superior or from your colleagues? (B03_3)					
... are you supported in your work by your colleagues? (B03_4)					
... do you receive feedback from your superior about your professional competences? (B03_7)					
... do you and your colleagues help one another with work-related problems? (B03_8)					
... are you able to ask your colleagues for help for work-related problems? (B03_9)					

42. How often from your point of view do difficult situations arise with your colleagues or your superior? How often...							
	Never	Rarely	Sometimes	Often	(Almost) always	I have no superior / no colleagues	I have no clients / no contact with clients
... is your work criticized by your colleagues or by your superior? (B10_1)							
... are you ignored at work by your colleagues or your superior? (B10_2)							
... are you assigned meaningless tasks by your superior? (B10_3)							
... are you ridiculed in front of others by your superior or by your colleagues? (B10_4)							
... are you in conflict with your colleagues or superior? (B10_5)							

43. The following are statements about what motivates you in your work. Please indicate in each case to what extent the statements apply to you.					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I'm looking forward to retirement. (B42_1)					
I'm trying to get ahead professionally. (B42_2)					
I only work so that I can live. (B42_3)					
I am trying to form a career within my organization. (B42_4)					
If I had enough money, I would quit my job immediately. (B42_5)					
I am hoping to get increased tasks and responsibilities within my organization. (B42_6)					
My motivation to work is purely financial. (B42_7)					
I see my current job primarily as a springboard for career advancement. (B42_8)					

44. Below are more statements about professional work. Please indicate in each case to what extent the statements apply to you.					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
My work corresponds to my interests. (B43_1)					
The role I assume in my work is a good fit with my personal characteristics. (B43_2)					
My professional activities fit well with what I have set out to do in life. (B43_3)					
My work makes the world a little bit better. (B43_4)					
I make a valuable contribution to society through my professional activities. (B43_5)					
My work enriches the lives of others. (B43_6)					
In my workplace, humanity comes before profit. (B43_7)					
My employer is active in seeking to solve social problems. (B43_8)					
My employer stresses careful completion of work tasks over completion in the shortest possible time. (B43_9)					
My employer has the good of society in mind. (B43_10)					
I am well integrated into the community of colleagues. (B43_11)					
I feel comfortable in the company of my colleagues. (B43_12)					
Our team is a great team at work. (B43_13)					

45. What do you think about the following statements?					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I believe that what I am doing at my job is meaningful to me. (B44_1)					
I see a purpose in my work (B44_2)					
My profession is meaningful to me. (B44_3)					
I am able to find myself in my profession. (B44_4)					
My profession fulfills me. (B44_5)					
I can grow in my work. (B44_6)					
My work activity gives meaning to my life. (B44_7)					

46. Now a question regarding the appreciation of your work by the organisation. To what extent... (B05_2)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... does your salary reflect your work input? (B05_2)					

47. I would now like to address your organisation's in-house training and continuing education. To what extent...					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you have possibilities to engage in further training in your organization? (B06_1_1)					
... does your organization support you to undertake further training? (B06_1_2)					

**48. Now let's talk about the advancement and promotion opportunities within your organization.
To what extent...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you have possibilities of advancement and promotion in your organization? (B07_1)					
... does your organization support professional advancement or promotion? (B07_2)					

**49. We would now like you to rate your satisfaction with your work.
How satisfied are you at present...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... with your work? (B08_1)					
... with the work atmosphere at work? (B08_2)					
... with the working conditions at work? (B08_3)					
... with your salary? (B08_4)					

**50. Now let's talk about your own personal assessment of your work performance.
Please rate your answer on a scale of 1: below average to 5: above average. You may grade your answer with the values in between.**

	below average				above average
How do you evaluate your overall work performance in comparison with that of your colleagues? (B17d_21)					
How does your superior evaluate your overall work performance? (B17d_22)					

51. And now back to your personal experience in your daily work routine. How often..					
	Never	Rarely	Sometimes	Often	(Almost) always
... do you no longer enjoy your work? (B11_3)					
... are you unable to reconcile your work and your private life? (B11_7)					
... do you feel stressed because of your work? (B11_9)					
... are conflicts arising as a result of the demands of your work and those of your private life? (B11_15)					
... do you feel isolated from others at work? (B11_16)					
... do you have the feeling that there is no one to turn to at work? (B11_17)					
... do you feel excluded from others during work? (B11_18)					
... do you feel alone at work? (B11_19)					

52. How difficult is it for you to give the necessary attention to your work as well as your private life? Please rate your answer on a scale of 1: very difficult to 5: not difficult at all. You may grade your answer with the values in between. (B11a)
very difficult
not difficult at all

53. How difficult is it for you to take an hour off during working hours to attend to personal or family matters? Again, please use a scale of 1 for your assessment: Very difficult to 5: Not at all difficult. You can use the values in between to grade your assessment. (B41)
very difficult
not difficult at all

54. How often do the following statements apply to you?					
	Never applies	Rarely applies	Sometimes applies	Often applies	Always applies
I have a strong inner desire to work all the time. (B45_1)					
My thoughts are predominantly work-related throughout the day. (B45_2)					
I get frustrated when I am not able to work. (B45_3)					
I continue to work when most of my colleagues take breaks. (B45_4)					

55. Now some questions about time outside of your work. At the end of the day ...					
	Does not apply at all	Does not apply much	Applies somewhat	Mostly applies	Fully applies
... I forget work. (B11h_1)					
... I do not think about work at all. (B11h_2)					
... I manage to distance myself from my work. (B11h_3)					
... I distance myself from my job requirements. (B11h_4)					

56. The following questions are about the subject of health. How often have you experienced health problems in the last 12 months? (B14a)	
Never	
Rarely	
Sometimes	
Often	
(Always) always	

57. I now have a few questions regarding specific health problems. How often in the last 12 months have you had...					
	Never	Rarely	Sometimes	Often	(Almost) always
... Heart problems? (B14_1)					
... Headaches? (B14_2)					
... Back problems? (B14_3)					
... Joint problems? (B14_4)					
... Stomach problems? (B14_5)					
... Insomnia? (B14_6)					

58. How many hours do you sleep on average on a daily basis? (B14b)

_____ hours

59. On how many days approximately were you absent from work in the course of the last 12 months? (B17c)

_____ days

60. In the last 12 months, on how many working days did you miss due to illness? (B46)

_____ days

61. In the past 12 months, how many days have you worked even though you felt ill? (B39)

_____ days

62. Work can be predominantly physical, predominantly mental, or equally physical and mental. Full work capacity means being able to perform and complete a given job at a given time. Please think about your best work capacity you have ever felt. How do you rate your current work capacity in comparison to that? Please use a scale from 0 to 10 in responding 0 means you are currently totally unable to work, 10 means you are currently at your best work capacity. You can use the values in between to complete your assessment. (B38)

0 – totally unable to work

1

2

3

4

5

6

7

8

9

10 – at best work capacity

63. The following statements relate to your wellbeing over the last two weeks. To what extent do you agree with the following statements: In the last two weeks ...

	All the time	Most of the time	Slightly more than half the time	Slightly less than half the time	Now and then	At no time
... I have been happy and in a good mood. (B14c_12)						
... I have felt calm and relaxed. (B14c_13)						
... I have felt energetic and active. (B14c_14)						
... I have woken up refreshed and well rested. (B14c_15)						
... my day-to-day life has been busy with things that interest me. (B14c_16)						

64. How often ...?

	Never	Rarely	Sometimes	Often	(Almost) always
... do you feel you can no longer tolerate your work? (B17_1)					
... do you feel you haven't got enough energy for day-to-day life? (B17_3)					
... do you have difficulty concentrating on your work? (B17_4)					

65. To what extent ...?

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... is your work emotionally exhausting? (B17a_14)					

66. How often ...?

	Never	Rarely	Sometimes	Often	(Almost) always
... do you have the feeling that you are overflowing with energy at work? (B17b_18)					
... do you feel fit and vigorous at work? (B17b_19)					
... do you look forward to going to work as you get up in the morning? (B17b_20)					

67. When you think of the last 12 months: Did you sometimes feel so awful that you considered committing suicide? (B18)

Yes

No

Filter: if „yes“ to the previous question

68. Did you at this point also think about how to make this idea a reality? (B19)

Yes

No

Filter: if „yes“ to the previous question

69. To come back to the same question, once again with regard to the last 12 months, did you actually attempt to commit suicide? (B20)

Yes

No

70. First of all a few personal questions regarding your work in your organization. To what extent...?

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you consider your own job as being safe? (C01_1)					
... are you afraid to lose your job? (C01_2)					

71. Now a few questions regarding your views on your personal prospect of finding a new job. Please rate your answer on a scale of 1: very difficult to 5: not difficult at all. You may grade your answer with the values in between.

	Very difficult				Not difficult at all
How difficult would it be for you to find a <u>similar</u> job, if you were to lose or resign from your job? (C02_1)					
And how difficult would it be for you to actually find <u>a job</u> , if you were to lose or resign from your job? (C02_2)					

72. Do you intend to change jobs in the near future? (C03_3)

Yes

No

73. What is the highest level of education you achieved? Please also consider your vocational or training qualification. (C04)

fundamental or primary school qualification

secondary school qualification, e.g. high school, modern school or similar

general or subject-related higher education/university entrance qualification or similar

vocational training

master craftsman or technician level training

technical college qualification

bachelor degree

master's degree, diploma

doctorate

no qualification

74. Do you live with a partner? (C05)

Yes

No

75. Does your partner also work? (C05_1)

Yes

No

76. How many people live in your household, including yourself and your children? (C801)

_____ Number of people in the household

77. How many children live in your household? (C06)

_____ children

78. How old is the youngest child living in your household? (C07)

_____ year(s)

79. What is your mother tongue? (C10)

Luxembourgish

French

German

Portuguese

Italian

English

Other mother tongue: _____

80. In which country is your main residence? (Wohnsitz)
Luxembourg
France
Germany
Belgium
In another country not mentioned

81. What is your nationality? (C11)
Luxembourgish
French
German
Portuguese
Belgian
Italian
Another nationality: _____

82. To finish, we have a question about your financial situation. Would you mind telling us your net monthly income from your main professional activity? (C12)
_____ euros

Filter: if „no response“ with previous question

83. Were your monthly net earnings last month more or less than 5,000 euros? (C12_1)
less than 5,000 euros
more than 5,000 euros

Filter: if „less than 5000 euros“ with previous question

84. In which of the following brackets were your monthly net earnings last month? (C12_2)
more than 4,500 euros
4,000 to less than 4,500 euros
3,500 to less than 4,000 euros
3,000 to less than 3,500 euros
2,500 to less than 3,000 euros
2,000 to less than 2,500 euros
1,500 to less than 2,000 euros
1,000 to less than 1,500 euros
500 to less than 1,000 euros
less than 500 euros

Filter: if „more than 5000 euros“ with previous question

85. In which of the following brackets were your monthly net earnings last month? (C12_3)
5,000 to less than 6,000 euros
6,000 to less than 7,000 euros
7,000 to less than 8,000 euros
8,000 to less than 9,000 euros
9,000 to less than 10,000 euros
10,000 to less than 12,500 euros
12,500 to less than 15,000 euros
over 15,000 euros

Supplementary survey for the panel cases:

86. Since you are currently no longer working in Luxembourg for a minimum of 10 hours a week, there are only a few short questions left to ask. What is your current employment relationship? (Z01)
What is your current employment relationship?
I have a job out of Luxembourg.
I am currently seeking employment.
I am currently on a personal break.
I am retired.

87. How did your last employment relationship in Luxembourg end? (Z02)
I resigned myself.
The employer gave notice for operational reasons.
Bankruptcy or business closure.
The employment relationship was terminated by mutual agreement.
I was given notice by the organisation for different reasons.
I fell ill, became unable to work or incapacitated.
My fixed-term employment contract expired.
I went into retirement.

Filter: Z02 = 1, 4

88. What prompted you to leave your previous employer? (Z04)
purely professional reasons
purely personal reasons
a combination of the two

Filter: Z02 = 2,3,5,7 OR (Z04 = 1, 3 UND Z01 = 1)

89. The following is about possible career improvements that workers expect from a job change. Regarding last job change: Please indicate to what extent you expected the following professional improvements.					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...remuneration & additional benefits (Z05_1)					
...superiors (Z05_2)					
...carrier- & Training possibilities (Z05_3)					
...work contents (Z05_4)					
...work volumes (Z05_5)					
...work hours (Z05_6)					
...treatment by colleagues and superiors (Z05_7)					
...job security (Z05_8)					
...other improvements (Z05_9)					

Filter: Z02 = 2,3,5,7 OR (Z04 = 2, 3 UND Z01 = 1)

90. Briefly now about possible changes in your private life due to a change in jobs. To what extent did you expect improvements or changes in your private life from your last change in jobs?					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...a closer proximity to the partner or to the family (Z06_1)					
...a new beginning in private life (Z06_2)					
...shorter distances to work (Z06_3)					
...better reconciliation of work and private life (Z06_4)					
...other improvements (Z06_5)					

91. The following statements relate to your wellbeing over the last two weeks. To what extent do you agree with the following statements: In the last two weeks...						
	All the time	Most of the time	Slightly more than half the time	Slightly less than half the time	Now and then	At no time
...I have been happy and in a good mood. (Z07_1)						
...I have felt calm and relaxed. (Z07_2)						
...I have felt energetic and active. (Z07_3)						
...I have woken up refreshed and well rested. (Z07_4)						
...my day-to-day life has been busy with things that interest me. (Z07_5)						