



## Quality of work Index: Questionnaire 2017

The "Quality of work Index" is a study on the working situation and the quality of the working conditions of the employees in Luxembourg. In this context, every year since 2013 and at the request of the Luxembourg Chamber of Employees (Chambre des salariés Luxembourg - CSL) are carried out approximately 1,500 telephone interviews using this questionnaire. The research group INSIDE 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.

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

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**2. Are you currently working at least 10 hours per week?**

Yes

No

**3. Do you currently have one or more employment relationships in Luxembourg?**

One employment relationship

Several employment relationships

**4. What is your professional status? Are you...**

Employee

Civil servant

Freelancer

Working family member

Self-employed freelancer

**5. 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)

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

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

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

Yes

No

**9. 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?

**10. Are you currently employed in... (A05)**

- a full-time job
- or a part-time job?
- other (minor professional activity included)

**11. 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

**12. 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

**13. With reference to the last 12 months, how many unpaid hours of overtime have you worked on average per week? (A07\_1)**

\_\_\_\_\_ hours

**14. With reference to the last 12 months, what describes your professional activity in terms of working hours? (A08)**

- You do shift work.
- You start and finish work at fixed times.
- You have flexible working hours / work flexitime.
- You have no fixed working hours.

**15. 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

**16. 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?

**17. 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                                          |
| 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

**18. 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

**19. What exactly is the area concerned? (A17\_3)**

Public administration

Foreign affairs, Defense, Judicature/Justice, Public safety and order

Social security

other public services

**20. 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 / 2017

**21. 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.

**22. 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

**23. The following covers possible occupational improvements that employees expect from a change in jobs. Please tell me to what extent you expected improvements in the following work areas. To what extent did you expect improvements in the area of: (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					

**24. 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					

**25. Since when have you been working in your current position in that organization? (A19m & A19j)**

\_\_\_\_\_ month \_\_\_\_\_ year

**26. 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

**27. Are you personally a member of a union? (A22)**

Yes

No

<b>28. Now I have some questions regarding your working conditions within the organisation. Please tell me in each case to what extent these conditions apply? To what extent...</b>					
	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 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 organisation? (B01_5)					
... does your superior consider your opinion in decisions or in upcoming changes? (B01_11)					
... are you able to work undisturbed? (B01_18)					

<b>29. We would now like to know how often certain conditions arise in your work. How often...</b>					
	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)					
... are you interrupted in your work flow, e.g. by colleagues, E-mail enquiries, etc.? (B02_12)					
... does your work require you to control your feelings? (B02_13)					
... does your work require you to hide your true feelings? (B02_14)					

<b>30. To what extent...</b>					
	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)					



**31. 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	I have no superior / no colleagues
... 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)						

**32. Now a question regarding the appreciation of your work by the organisation.  
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 salary reflect your work input? (B05_2)					

<b>33. I would now like to address your organisation's in-house training and continuing education. To what extent...</b>					
	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)					

<b>34. Now let's talk about the advancement and promotion opportunities within your organisation. To what extent...</b>					
	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)					

<b>35. We would now like you to rate your satisfaction with your work. How satisfied are you at present...</b>					
	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)					

<b>36. Now let's talk about possible competitive behaviour at your workplace. To what extent...</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... are you competing with your colleagues? (B09_1)					
... is there any competition amongst your colleagues? (B09_2)					
... is there competitive pressure in your work area? (B09_3)					
... are there rivalries in your group of colleagues? (B09_4)					

<b>37. How often from your point of view do difficult situations arise with your colleagues or your superior? How often...</b>							
	Never	Rarely	Sometimes	Often	(Almost) always	I have no superior / no colleagues	I have no clients / no contact with clients
... is your work criticised 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)							

<b>38. Irrespective of the frequency of these situations, how stressful are the following situations for you? How stressful is it for you, ...?</b>							
	stressful to a very large extent	stressful to a large extent	stressful to a medium extent	stressful to a low extent	stressful to a very low extent	No colleagues	No clients
... when your work is criticised by your colleagues or by your superior? (B10b_1)							
... when you are ignored at work by your colleagues or your superior? (B10b_2)							
... when you are assigned meaningless tasks by your superior? (B10b_3)							
... when you are ridiculed in front of others by your superior or by your colleagues? (B10b_4)							
... when you are in conflict with your colleagues or superior? lorsque vous êtes en conflit avec vos collègues ou votre supérieur? (B10b_5)							

<b>39. Mobbing occurs when a person is treated badly or harassed by one or more other people repetitively or over an extended period of time, with the intention of causing damage to this person. To label a behaviour mobbing, it must occur over an extended period of time and the person targeted usually has difficulties standing up to this behaviour. One-off conflicts or justifiable disputes, on the other hand, do not constitute mobbing.</b>		
	No	Yes
Are you currently exposed to mobbing by your work colleagues? (B10_2_2)		
Are you currently exposed to mobbing by your superior? (B10_2_3)		

<b>40. And now back to your personal experience in your daily work routine. How often..</b>					
	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)					

**41. 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

**42. Digitalisation means the growing use of technology and electronically supported processes via information and communications technology.  
To what extent is your work directly affected by digitalisation? (B12a)  
Digitalisation includes for instance working with electronic devices (such as computers, scanners), electronic communication by E-Mail, Smartphone or via social networks, as well as work with computer-operated machines or robots or software-controlled work processes.**

to a very large extent

to a large extent

to a medium extent

to a low extent

to a very low extent

<b>43. Now let's talk about what forms of digitalisation directly influence your work. To what extent is your work influenced by...</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... electronic communication (e.g. E-Mail, Smartphone, social networks)? (B12b_1)					
... work with electronic devices (e.g. computer, scanner)? (B12b_2)					
... software-controlled work processes (e.g. route, production or schedule planning)? (B12b_3)					
... working on a joint project via the Internet with different people ? (B12b_4)					
... work with computer-operated machines or robots? (B12b_5)					

<b>44. To what extent do you agree with the following statements? Through digitalisation...</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...I have more freedom of choice when organising my work. (B12c_1)					
... my work is less physically strenuous. (B12c_2)					
... fewer skills and competences are required of me. (B12c_3)					
... more and more tasks must be completed. (B12c_4)					
... I must constantly further develop my skills. (B12c_5)					
... my work performance is noticeably increased. (B12c_6)					
... I have less personal contact with colleagues or my superior at work.. (B12c_7)					
... I have less personal contact with customers, patients, students. (B12c_8)					
... my work hours and my spare time have become more difficult to plan. (B12c_9)					
... the amount of work I do from home or while travelling has increased. (B12c_10)					
... the monitoring and control of my work performance has increased. (B12c_11)					

<b>45. Do you also sometimes carry out professional work outside your employer's or your own commercial premises? (B12d)</b>	
Yes	
No	

Filter: If = yes

46. How often, while carrying out your work, do you work in the following places:					
	Daily	Several times a week	Several times a month	More infrequently	Never
... premises of my employer (e.g. office, factory, shop, school) (B12e_1)					
... premises of clients (B12e_2)					
... vehicle or other mode of transport (B12e_3)					
... outdoors (e.g. construction site, field, roads in a city) (B12e_4)					
... at your own home (B12e_5)					
... public places such as cafés, airports, etc.. (B12e_6)					

47. And now back to your personal experience in your daily work routine. How often...					
	Never	Rarely	Sometimes	Often	(Almost) always
... are you expected to also be contactable out of working hours, e.g. by telephone, E-Mail or Smartphone? (B12f_1) B11_14)					
... are you required to be at your workplace at short notice? (B12f_2)					
... do you carry out work-related tasks outside of your official working hours, either from home or while travelling (via Smartphone, computer, Internet)? (B12f_3)					
... does it happen that you are allowed to briefly leave your workplace to tend to personal or family matters? (B12f_4)					
... do you tend to personal or family matters during working hours (e.g. over the phone or the Internet)? (B12f_5)					



**48. Our neighbouring countries are discussing possible solutions for adapting to the technological and economic changes through digitalisation. In your opinion, what measures should be taken in Luxembourg to adapt the working world to these new challenges. Please rate your answer on a scale of 1: not important at all to 5: very important. You may grade your answer with the values in between. How important in your opinion is...**

	Not important at all				Very important
... the right to not be contactable for work-related matters after the end of the work day? (B12g_1)					
... the right to part-time work with compensation for loss of earnings? (B12g_2)					
... the right to return to previous working hours following a temporary part-time period? (B12g_3)					
... the right to limited telework or home office work, provided that it is possible to carry out the work from home? (B12g_4)					
... the universal reduction in working hours without loss of earnings (e.g. more paid holidays, reduction of statutory weekly working hours)? (B12g_5)					

**49. 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

**50. 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)					

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

\_\_\_\_\_ hours

**52. Can you please also tell me how tall you are? (B14\_7)**

\_\_\_\_\_ cm

**53. And what is your weight? (B14\_8)**

\_\_\_\_\_ kilos

<b>54. The following statements relate to your wellbeing over the last two weeks. To what extent do you agree with the following statements:</b>						
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)						

<b>55. How often...?</b>					
	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)					
... in the last 12 months have you gone to work despite actually being sick? (B17_10)					
... do you feel exhausted at the end of a working day? (B17_11)					
... do you feel exhausted in the morning at the thought of a new working day? (B17_12)					
... do you feel that every working hour is exhausting for you? (B17_13)					

<b>56. To what extent...?</b>					
	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)					
... Are you frustrated by your work? (B17a_15)					
... Do you feel burnt out by your work? (B17a_16)					

<b>57. How often...?</b>					
	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)					

<b>58. On how many days approximately were you absent from work in the course of the last 12 months? (B17c)</b>
_____ day(s)

<b>59. 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.</b>					
	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)					

<b>60. When you think of the last 12 months: Did you sometimes feel so awful that you considered committing suicide? (B18)</b>
Yes
No

Filter: if „yes“ to the previous question

**61. 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

**62. 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

**63. We now come to the final part of our interviews. I have a few questions on how you perceive your future and some additional questions about yourself. 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)					
... do you think that you will lose your job in the next ten years, due to technological progress? (C01_3)					

**64. 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 similar job, if you were to lose or resign from your job? (C02_1)					
And how difficult would it be for you to actually find a job, if you were to lose or resign from your job? (C02_2)					

**65. Do you intend to change jobs in the near future? (C03\_3)**

Yes  
No

**66. 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

**67. Do you live with a partner? (C05)**

- Yes
- No

**68. Does your partner also work? (C05\_1)**

- Yes
- No

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

\_\_\_ child(ren)

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

\_\_\_ year(s)

**71. Gender of the interviewee**

- Man
- Woman

**72. What is your mother tongue? (C10)**

- Luxembourgish
- French
- German
- Portuguese
- Italian
- English
- Other mother tongue: \_\_\_\_\_

**73. What is your nationality? (C11)**

Luxembourgish

French

German

Portuguese

Belgian

Italian

Another nationality: \_\_\_\_\_