



Quality of work Index: Questionnaire 2018

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. How long does it take you on an ordinary working day to get from home to work? (A12)

- ___ hours
- Only work at home

17. How many trips do you make to work per week? (A12_1)

- ___ trips
- Only work at home

18. Do you maintain a secondary residence due to your work? (A12_2)

Yes
No

19. Are you content with your working time? Would you rather have a contract with more working time or a contract with less working time? (A13b)

I would like to have a contract with more hours than I'm working now.
I would like to have a contract with fewer hours than I'm working now.
The current number of hours I work corresponds to my wishes.

Filter: if A13b = "I would like to have a contract with fewer hours than I'm working now."

20. For what reason would you like to have a contract with fewer hours? To what extent do you agree with the following statements? (A13_1)

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I would like to have more time for my family.					
I would like to reduce the workload.					
Even if I had a contract with fewer hours, I could handle the money.					
I would like to have more time for other things in life.					

21. 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

22. 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?

23. 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

24. 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

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

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

26. 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

27. 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.

28. 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

29. 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					

30. 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					

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

_____ month _____ year

32. 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

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

- Yes
- No

34. 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...					
	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)					

35. 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)					

36. 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)					

**37. 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)						

38. To what extent do you agree with the following statements? (B04b)

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I get the most satisfaction in my life from my work.					
The most important things that happen to me have to do with my work.					
I have other occupations that are more important than my work.					

39. To what extent do you agree with the following statements? Where I work... (B11d)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... employees can leave their work behind them when they are at home.					
... employees can leave occupational matters at work.					
... employees are able to keep professional problems from creeping into their private lives.					
... employees can leave their work routine behind them as soon as they go home.					

40. 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)					

41. 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)					

42. Now let's talk about the advancement and promotion opportunities within your 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
... do you have possibilities of advancement and promotion in your organization? (B07_1)					
... does your organization support professional advancement or promotion? (B07_2)					

43. 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)					

44. Now let's talk about possible competitive behaviour at your workplace. 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
... 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)					

45. 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 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)							

46. 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)					

47. 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

48. Which of the following are offered by your organization? My organization ... (B11b)

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...leaves me leeway in determining the start of work and the end of work.					
... allows me to divide my working hours per week into fewer days, for example 4 instead of the regular 5 days.					
... allows home office.					
... offers the opportunity to work part-time.					
... has a daycare facility.					
... offers the opportunity for unpaid holidays					
... offers a concierge service.					
... Leaves opens the possibility to return to full-time work after working part-time.					
... allows employees to take a day off at short notice.					
... allows employees to interrupt the working day if necessary and to leave the workplace temporarily.					
... lets employees choose their break times themselves.					

49. To what extent do you agree with the following statements? (B11c)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
When I'm at home, I do not want to have to think about my work.					
I prefer to leave my working life in the workplace.					
I do not want my professional problems creeping into my private life.					
When I go home, I want to leave my work behind.					

50. A few more questions about the coordination between work and leisure. How often... (B11e)					
	Never	Rarely	Sometimes	Often	(Almost) always
... do you receive calls from colleagues or your manager at home?					
... do you go to work on the weekend to fulfil your job responsibilities?					
... interrupt your domestic activities to call work?					
... change your family plans to meet your professional obligations?					
... answer business emails from home?					

51. Now about the family support. To what extent do you agree with the following statements? (B11g)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
If I have a hard work week, my family tries to do more work around the house for me.					
My family members contribute adequately to the housework.					
One of my family members regularly asks me about my workday.					
I have the impression that my family members always make time for me to talk about my work.					

52. Now some questions about time outside of your work. At the end of the day ... (B11h)					
	Does not apply at all	Does not apply much	Applies somewhat	Mostly applies	Fully applies
... I forget work					
... I do not think about work at all.					
... I manage to distance myself from my work.					
... I distance myself from my job requirements					

53. How often do you generally participate in the following activities outside of your work? (B11f)					
	Daily	Several times a week	Several times a month	More infrequently	Never
Volunteer or charitable activities					
Political or trade union activities					
Child / grandchild care and education					
Cooking and housework					
Care of elderly or disabled relatives					
Participate in a training or continuing education course					
Participation in sports, cultural or other leisure activities outside the home					

**54. 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

**55. 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)					

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

____ hours

57. 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)						

58. 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)					
... in the last 12 months have you gone to work despite actually being sick? (B17_10)					
... do you feel that every working hour is exhausting for you? (B17_13)					

59. 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)					

60. 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)					

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

62. 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)					

63. 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

64. 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

65. 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

66. 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)					

67. 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)					

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

Yes

No

69. 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

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

Yes

No

71. Does your partner also work? (C05_1)

Yes

No

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

___ child(ren)

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

___ year(s)

74. Gender of the interviewee

Man

Woman

75. What is your mother tongue? (C10)

Luxembourgish

French

German

Portuguese

Italian

English

Other mother tongue: _____

76. What is your nationality? (C11)

Luxembourgish

French

German

Portuguese

Belgian

Italian

Another nationality: _____