



## Quality of work Index: Questionnaire 2019

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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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?**

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?**

One employment relationship

Several employment relationships

No employment in Luxembourg

Filter: if one or more jobs

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

Employee

Civil servant

Freelancer

Working family member

Self-employed freelancer

**5. Gender of the interviewee**

Male

Female

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)**

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

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

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

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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. 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

Filter: if the actual weekly working time is higher than the contractual working time

**14. What is the main reason why your average actual weekly working time is higher than the weekly working time agreed with your employer? Is it... (A07a)**

... due to operational requirements, e.g. ordered overtime or longer planned working times.  
... because the work cannot be done within the contractually agreed weekly working time.  
... because you enjoy the work.  
... for other operational reasons.  
... because I want to earn a bit more.

Filter: if the actual weekly working time is higher than the contractual working time

**15. You work in an average week more than is contractually agreed with your employer. For some employees, overtime or additional time is compensated or paid by time off, for others it is not compensated. What's your situation? How many hours are compensated by free time? (A07b)**

\_\_\_ hours  
I am not working more than contractually agreed.

Filter: if the actual weekly working time is higher than the contractual working time

**16. And how many hours are paid out?**

\_\_\_ hours

Filter: if the actual weekly working time is higher than the contractual working time

**17. And how many hours are not compensated?**

\_\_\_\_\_ hours

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

\_\_\_\_\_ hours

**19. 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.

**20. Do you usually work... (A08c)**

	Yes	No
... every week the same number of days?		
... every day about the same number of hours?		
... every week about the same number of hours?		

**21. 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

**22. How often... (A12a)**

	Never	Rarely	Someti mes	Often	(Almost) always
... can you determine the beginning and end of your working days or weeks yourself?					
... can you determine when you take holidays or days off?					
... can you take a few hours off at short notice?					

**23. How often do you need to interrupt or shorten your work break? (A12b)**

Never

Rarely

Sometimes

Often

(Almost) always

**24. Do you often have workdays with more than 6 hours without work breaks? This refers to breaks of more than 15 minutes. (A12c)**

Yes

No

No working days with more than 6 hours

**25. How often do you have less than 11 hours between the end of a working day and the start of the next working day? (A12d)**

Never

Rarely

Sometimes

Often

(Almost) always

**26. How many vacation days do you have per year? (A12e)**

\_\_\_ days

**27. Did you take all your holidays in the last calendar year? (A12f)**

Yes

No

Filter: if not all the vacation days have been taken

**28. Why didn't you take these holidays? I will read you four possible reasons, please choose the answer that applies most to you. (A12g)**

I would not have finished the work otherwise.

My boss expected me to.

I didn't feel like taking a holiday.

Other reasons

Filter: if not all the vacation days have been taken

**29. What happened to the days of leave not taken? Were these days carried forward completely to the following year, were they partially carried forward to the following year, or were they not carried forward at all? (A12h)**

All days were carried forward to the following year.

One or more days were carried forward to the following year.

No days were carried forward at all. The days off have been lost completely.

**30. 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

Filter: If contractual weekly working time > Desired weekly working time.

**31. You are working more than you actually want. Please state the main reason why you do not work fewer hours per week. Is it ... (A13\_2a)**

... because your boss or your employer does not allow it.

... because otherwise the work could not get done.

... because you do not want to endanger your professional future.
... for financial reasons, such as pension rights.
... because you enjoy your work.
... for other reasons?

Filter: If contractual weekly working time < Desired weekly working time.

**32. You are working less than you actually want. Please state the main reason why you do not work more hours per week. Is it ... (A13\_2b)**

... because your contract situation or your employer does not allow it.
... for family or other private reasons.
... for health reasons.
... because it is not financially worthwhile enough.
... because you do not enjoy your work.
... for other reasons?

**33. 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?

**34. 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

**35. 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

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

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

**37. 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 / 2018

<b>38. Because you have changed your workplace since the last survey: How did your last employment relationship in Luxembourg end? (Z02a)</b>
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: If belonging to the panel and A18m & A18j > 8 / 2018

<b>39. What prompted you to leave your previous employer? Were the reasons purely professional or purely personal or a combination of the two? (Z04a)</b>
purely professional reasons
purely personal reasons
a combination of the two

Filter: If belonging to the panel and A18m & A18j > 8 / 2018

<b>40. 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)</b>	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: If belonging to the panel and A18m & A18j > 8 / 2018

<b>41. 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)</b>					
	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					

<b>42. Since when have you been working in your current position in that organization? (A19m &amp; A19j)</b>
___ month ___ year

<b>43. How many people are employed in your permanent establishment? (A20)</b>
1 – 4 employees
5 – 14 employees
15 – 49 employees
50 – 249 employees
250 and more employees

<b>44. Are you personally a member of a union? (A22)</b>
Yes
No

<b>45. 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...</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 organization? (B01_5)					
... does your superior consider your opinion in decisions or in upcoming changes? (B01_11)					

46. 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)					

47. 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)					

**48. 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)					

<b>49. 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 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)							

<b>50. Now a question regarding the appreciation of your work by the organisation. To what extent... (B05_2)</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 salary reflect your work input? (B05_2)						

<b>51. 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)					
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<b>52. Now let's talk about the advancement and promotion opportunities within your organization. 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>53. 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)					
... with the length of your free time? (B08_5)					
... with the possibilities to arrange your working hours flexibly? (B08_6)					

<b>54. 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>55. 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>56. Now let's talk about your subjective work experience. To what extent do you agree with the following statements?</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
My workday feels like a set of commitments. (B09_2_1)					
I have tasks to do that I dislike. (B09_2_2)					
I have the feeling that I have no freedom of choice when performing my tasks. (B09_2_3)					
I have doubts whether I can do my work properly. (B09_2_4)					
I feel insecure about my work-related skills. (B09_2_5)					
I'm worried about whether I can achieve my targets. (B09_2_6)					
I feel excluded from my work colleagues. (B09_2_7)					
I have the feeling that my colleagues don't like me. (B09_2_8)					
I feel rejected by my work colleagues. (B09_2_9)					

<b>57. 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)					

**58. 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

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not difficult at all

**59. To what extent do you agree with the following statements? My boss...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...gives the employees a clear and positive idea of the future. (B12a_1)					
...says things the employees are proud of (B12a_2)					
...encourages employees to solve problems in a creative way. (B12a_3)					
...considers the personal needs of the employees. (B12a_4)					
...acknowledges improvements in employee performance. (B12a_5)					
...encourages employees to improve their professional skills. (B12a_6)					

**60. To what extent do you agree with the following statements? My boss...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...solves conflicts in a fair manner. (B12c_1)					
...distributes the work fairly. (B12c_2)					

**61. The following questions concern your relationship with your boss. How often...**

	Never	Rarely	Sometimes	Often	(Almost) always
... do you get help and support from your immediate superior if needed? (B12d_1)					

... is your immediate superior ready to listen to your work problems when needed? (B12d_2)					
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**62. And to what extent do you agree with the following statements? My boss...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... attaches great importance to job satisfaction. (B12e_1)					
... plans the work well. (B12e_2)					

**63. 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)					

**64. How true are the following statements?**

	Does not apply at all	Does not apply much	Applies somewhat	Mostly applies	Fully applies
In many difficult work situations, I can rely on my skills. (B11i_1)					
I can master most work problems on my own. (B11i_2)					
Even difficult work tasks can usually be resolved satisfactorily. (B11i_3)					

**65. 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

**66. 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)					

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

\_\_\_\_\_ hours

**68. 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)						

**69. 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)					
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70. 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)					

71. 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)					

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

73. 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

74. 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

75. 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

76. 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)					

**77. 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)					

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

Yes
No

**79. 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

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

Yes
No

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

Yes
No

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

\_\_\_ Number of people in the household

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

\_\_\_ children

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

\_\_\_ year(s)

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

Luxembourgish

French

German

Portuguese

Italian

English

Other mother tongue: \_\_\_\_\_

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

Luxembourgish

French

German

Portuguese

Belgian

Italian

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