



## Quality of work Index: Questionnaire 2020

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 (from 2020 for the first time about 2000) 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. Gender of the interviewee**

Male

Female

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

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

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

Yes

No

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

**4. 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

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

Employee

Civil servant

Freelancer

Working family member

Self-employed freelancer

**6. To begin, we would like to ask you a few questions about your working situation during the COVID crisis. How much has the crisis impacted on your professional situation? (corona1)**

a great deal

quite a lot

not a lot

not at all

**7. And how has the COVID crisis specifically affected your professional situation? Please highlight every statement that applies to you. (corona2)**

The amount of time I spend working has changed.

I am working from home due to the crisis. This also includes working from home only some of the time.

I now work in a different location or workplace, but not from home.

I now work in another department or line of business.

My working hours have been reduced.

I have had to reduce my overtime balance or take flexi-time.

I have been forced to take holiday.

My employment contract was ended or my fixed-term employment contract was not extended.

Other

**8. How often did you work from home before the COVID crisis? (corona2a)**

daily

several times a week

several times a month

more rarely

never

**9. How worried are you that you might catch COVID-19 in your current working situation? (corona3)**

to a very high extent

to a high extent

to a medium extent

to a low extent

to a very low extent

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

**10. 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)

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

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

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

Yes

No

**14. 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?

**15. 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

**16. 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

**17. 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

**18. 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.

**19. 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

**20. 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

**21. Now we'd like to know about how you travel to work. In which municipality is your place of work located? (A26)**

\_\_\_\_\_

**22. In kilometers, how far is your place of work from your home? (A27)**

\_\_\_\_\_

**23. How long does it take you on an ordinary working day to travel from home to work? This means the amount of time it takes in one direction. Please provide the duration in hours and minutes. (A12)**

\_\_\_ hours \_\_\_ minutes

**24. In general, how long should your trip to work last, at most? (A28)**

\_\_\_ hours \_\_\_ minutes

**25. How many times each week do you travel to work? (A12\_1)**

\_\_\_

**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 / 2019 OR A18j = 2020

<b>31. 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 / 2019 OR A18j = 2020

<b>32. 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 / 2019 OR A18j = 2020 (AND Z04a = purely personal reasons)

<b>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)</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 / 2019 OR A18j = 2020 (AND Z04 = purely professional reasons)

<b>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)</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					

**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



<b>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...</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)					

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. To what extent do the following things occur?					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I am often interrupted by other people while I am working. (B25_1)					

Other people often disturb me while I am working. (B25_2)					
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**42. 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>43. 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>44. 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>45. 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>46. 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>47. 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>48. 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>49. 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)					

**50. 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

**51. The term "digitization" means the way in which processes are being increasingly supported electronically through information and communication technology. To what extent is your work directly affected by digitization? (B21)**

to a very high extent

to a high extent

to a medium extent

to a low extent

to a very low extent

**52. 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)					

<b>53. As you work from home at least some of the time, I will now present you with a few statements about your home-based working situation. Please state to what extent they apply to you.</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I am well equipped for working from home. Is that... (B26_1)					
Working from home compromises my productivity. Is that... (B26_2)					

<b>54. Can you imagine working from home at least some of the time after the COVID crisis is over? (B27)</b>
yes, definitely
probably
probably not
definitely not

<b>55. You have said you don't work from home. A few reasons for this will now be provided. For each reason, please state to what extent it applies to you.</b>					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I am not interested in working from home. (B23_1)					
My work is not possible to do from home. (B23_2)					
My employer does not allow me to work from home. (B23_3)					
I don't have the necessary equipment to be able to work from home. (B23_4)					
I fear that working from home would be disadvantageous for my career. (B23_5)					
I worry that working from home would make me look bad in the eyes of my colleagues and/or superiors. (B23_6)					

**56. 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)					

**57. How regularly are you expected to be contactable outside of working hours, e.g. by landline phone, email or mobile phone? (B24)**

- never
- rare
- sometimes
- often
- almost always

**58. There are various measures available to employers in order to protect their employees from the coronavirus. To what extent do the following statements about COVID-19 protective measures apply to your organization?**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
My employer provides sufficient information about COVID-19 and protective measures. (corona4_1)					
The necessary minimum 2-metre distance from other people can always be guaranteed at work. (corona4_2)					
The workspace is regularly disinfected (e.g. desk, telephone, keyboard). (corona4_3)					
It is always possible to disinfect your hands. (corona4_4)					
Areas where several people work together are well ventilated. (corona4_5)					
Everyone wears a face mask at work. (corona4_6)					



My employer provides protective clothing (corona4_7)					
My employer makes sure that employees are signed off sick even if they present only mild cold-like symptoms (e.g. light coughing, slight fever). (corona4_8)					

**59. 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

**60. 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)					

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

\_\_\_\_ hours

**62. 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)						

63. 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)					

64. 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)					

65. 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)					

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

**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 a <u>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. Would you mind telling me your home postcode? (C16)**

Filter: if C16: „no response“ OR „don't know“

**82. Would you mind telling me in which region your home address is located? You can either tell me the government region, if you know it, or otherwise a larger town or city nearby. (C16a)**

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

Luxembourgish

French

German

Portuguese

Belgian

Italian

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

**84. What is your current housing situation? If you live with your family but pay them rent, please state "renting".**

Owner with mortgage

Owner without mortgage

Renting

I live rent-free with my family

Other

**85. How satisfied are you with your current living arrangements?**

Extremely satisfied

Satisfied

Neither satisfied nor unsatisfied

Unsatisfied

Extremely unsatisfied

**86. 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

**87. 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

**88. 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

<b>89. In which of the following brackets were your monthly net earnings last month? (C12_3)</b>
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

<b>90. How much does your mortgage/rent cost per month? (C15)</b>
_____

Filter: if „no response“ with previous question

<b>91. Would you mind telling us what percentage of your net income you spend on paying your mortgage/rent each month? (C15_1)</b>
less than 10%
about 10-19%
about 20-29%
about 30-39%
about 40-49%
about 50-59%
about 60% or more