



Quality of work Index: Questionnaire 2021

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. 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

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)

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

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

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

Yes

No

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

a permanent work contract

a fixed-term work contract

a temporary work contract

another contract?

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

a full-time job

or a part-time job?

other (minor professional activity included)

Filter: if part-time or other employment

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

___ hours

no regulation by contract for weekly working hours

over 39 hours per week

13. 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

14. 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.

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. 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

17. 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?

18. 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

19. 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

20. What exactly is the area concerned? (A17_3)
Public administration
Foreign affairs, Defense, Judicature/Justice, Public safety and order
Social security
other public services

21. 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 / 2020 OR A18j = 2021

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

Filter: If belonging to the panel and A18m & A18j > 8 / 2020 OR A18j = 2021

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

Filter: If belonging to the panel and A18m & A18j > 8 / 2020 OR A18j = 2021 (AND Z04a = purely personal reasons)

24. The following is about possible career improvements that workers expect from a job change. Related to your last work shift: Please tell me to what extent you have expected certain career improvements.

To what extent did you expect improvements concerning ... (Z05a)

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
Remuneration & Additional benefits					
Superiors					
Carrier- & Training possibilities					
Work contents					
Work volumes					
Work hours					
Treatment by colleagues and superiors					
Job security					
Other improvements					

Filter: If belonging to the panel and A18m & A18j > 8 / 2020 OR A18j = 2021 (AND Z04 = purely professional reasons)

25. 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					

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

___ month ___ year

27. 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

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

Yes

No

**29. Now I have some questions regarding your working conditions within the organization. Please tell me in each case to what extent these conditions apply?
To what extent...**

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... does your work put you at risk of accident and injury? (B01_2)					
... is your work carried out in working conditions that are harmful to health? (B01_13)					
... can you decide how you carry out your work? (B01_3)					
...can you decide where you do your work? (B01_16)					
... 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)					

30. 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)					

31. 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)					

**32. 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)					

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

34. Based on the last 12 months: How often have you been exposed to discrimination in the workplace due to the following characteristics. How often have you been discriminated against because of:					
	every day	Weekly	Monthly	less often	Never
... your gender or your gender identity? (B35_1)					
...your age? (B35_2)					
...your ethnic origin? (B35_3)					
...your religion or beliefs? (B35_4)					
...your nationality? (B35_5)					
...a disability or impairment? (B35_6)					
...your sexual orientation? (B35_7)					

IF B35=1,2,3,4

35. You indicated that you have already been disadvantaged or discriminated against on the basis of at least one characteristic. How did you react in such situations? Please state everything that applies. (B36)
I tried to draw attention to it publicly
I complained to an official organisation
I got professional help
I sought advice
I filed a lawsuit
Other reaction
None of the above

IF [Scr4_Panel=1 oder Scr4=1, 2, 3, 4]

36. Cyberbullying in the workplace means when a person is repeatedly mistreated or bullied at work over an extended period of time using digital media such as email or social media. A victim of cyberbullying in the workplace usually struggles to stand up to it.
 Have you personally been affected by cyberbullying at work in the last 12 months? (B37)
No
Yes, now and then
Yes, monthly
Yes, weekly
Yes, almost daily

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

38. 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)					

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

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

**40. 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)					

**41. 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)					

42. 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)					

43. 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	

44. We would now like to know from you whether you work with digital technologies in your workplace, i.e. with work equipment that is based on computer technology or is linked to the Internet. This includes computers, smartphones, pagers, scanners as well as e-mails, voicemails or social networks. How often do you use such digital technologies at work? (B32)	
Never	
Rarely	
Sometimes	
Often	
Almost always	

IF B32=3,4,5

45. You have indicated that you use digital technology at work at least sometimes. Some statements are made about this. Please indicate to what extent these statements apply to you.					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
I am expected to respond immediately to digital messages such as emails. To what extent does this apply to you? Is this... (B33_1)					
I'm expected to check my messages even when I'm out of the office. Is this,,,To what extent does this apply to you? Is this... (B33_2)					
I have problems with my digital equipment at work, for example computer or connection problems. To what extent does this apply to you? Is this... (B33_3)					
I can independently decide which digital tools to use at work. To what extent does this apply to you? Is this... (B33_4)					
My company monitors my use of digital tools at work. To what extent does this apply to you? Is this... (B33_5)					
The digital technology I use at work is changing at a rapid pace. To what extent does this apply to you? Is this... (B33_6)					
Using digital technology means that I have to work more. To what extent does this apply to you? Is this.... (B33_7)					
There are misunderstandings in digital communication. To what extent does this apply to you? Is this... (B33_8)					

Digital messages create disruptions in my work flow. To what extent does this apply to you? Is this... (B33_9)					
At work, people expect an immediate response when they contact me via email or other messenger services. To what extent does this apply to you? Is this... (B33_10)					
I am expected to be available outside of working hours, e.g. by phone, email or smartphone. To what extent does this apply to you? Is this... (B33_11)					
Problems with digital work equipment hinder me in completing my work. To what extent does this apply to you? Is this... (B33_12)					
I can independently decide how to use digital tools at work. To what extent does this apply to you? Is this... (B33_13)					
My company uses technical aids to monitor my work. To what extent does this apply to you? Is this... (B33_14)					
I am expected to keep abreast of technological advances. To what extent does this apply to you? Is this... (B33_15)					
By using digital tools, I work longer. To what extent does this apply to you? Is this... (B33_16)					
My digital messages are not properly understood by the people at work. To what extent does this apply to you? Is this... (B33_17)					

46. 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)					

IF B22_5=5

47. Regardless of whether you are currently working from home, i.e. in a home office, or not: Could you at least partially carry out your work from your home office? (B28)	
Yes, completely	
Yes, partially	
No, not at all	

IF B28=1

48. Does your employer allow you to work from home at least temporarily? (B29)	
Yes	
No	

IF B22_5≠5

49. How long have you been working from home on a regular basis? (B30)	
Less than one year	
From one to two years	
From two to three years	
Three years or more	

IF B22_5≠5

50. Do you have your own office at home for working from home? (B31)	
Yes	
No	

51. 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.					
	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. (B26_1)					
I work from home at my own request. (B26_3)					
I prefer to work in the home office than in the company. (B26_4)					
I can decide independently when to work in the home office and when to work in the company. (B26_5)					
When I work in the home office, I can determine my working hours freely. (B26_6)					
I am well equipped for working in a home office. (B26_7)					
I can work undisturbed in the home office. (B26_8)					
In the home office, I manage to separate work and private life (B26_9)					
In the home office, I always work at the same time. (B26_10)					
In the home office, it happens that I have to do work tasks and non-work things at the same time. (B26_11)					

52. 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)					

53. 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

54. 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)					

55. Für Personen, die eine Behinderung oder Beeinträchtigung haben und einer beruflichen Tätigkeit nachgehen, besteht in Luxemburg die Möglichkeit, sich als „behinderter Arbeitnehmer“ anerkennen zu lassen. Der Antrag wird in der Regel über die Arbeitsagentur (ADEM) gestellt. Haben Sie eine Anerkennung als behinderter Arbeitnehmer? (B34)

Ja

Nein

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. 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

63. 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

64. 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

65. 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)					

66. 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)					

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

Yes

No

68. 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

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

Yes

No

70. Does your partner also work? (C05_1)

Yes

No

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

_____ Number of people in the household

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

_____ children

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

_____ year(s)

74. What is your mother tongue? (C10)

Luxembourgish

French

German

Portuguese

Italian

English

Other mother tongue: _____

75. In which country is your main residence? (Wohnsitz)

Luxembourg

France

Germany

Belgium

In another country not mentioned

76. What is your nationality? (C11)

Luxembourgish

French

German

Portuguese

Belgian

Italian

Another nationality: _____

77. 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

78. 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

79. 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

80. In which of the following brackets were your monthly net earnings last month? (C12_3)
5,000 to less than 6,000 euros
6,000 to less than 7,000 euros
7,000 to less than 8,000 euros
8,000 to less than 9,000 euros
9,000 to less than 10,000 euros
10,000 to less than 12,500 euros
12,500 to less than 15,000 euros
over 15,000 euros
about 40-49%
about 50-59%
about 60% or more

Supplementary survey for the panel cases:

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

82. How did your last employment relationship in Luxembourg end? (Z02)

I resigned myself.

The employer gave notice for operational reasons.

Bankruptcy or business closure.

The employment relationship was terminated by mutual agreement.

I was given notice by the organisation for different reasons.

I fell ill, became unable to work or incapacitated.

My fixed-term employment contract expired.

I went into retirement.

83. What prompted you to leave your previous employer? (Z04)

purely professional reasons

purely personal reasons

a combination of the two

84. The following is about possible career improvements that workers expect from a job change. Regarding last job change: Please indicate to what extent you expected the following professional improvements.

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...remuneration & additional benefits (Z05_1)					
...superiors (Z05_2)					
...career- & Training possibilities (Z05_3)					
...work contents (Z05_4)					
...work volumes (Z05_5)					
...work hours (Z05_6)					
...treatment by colleagues and superiors (Z05_7)					
...job security (Z05_8)					
...other improvements (Z05_9)					

85. Briefly now about possible changes in your private life due to a change in jobs. To what extent did you expect improvements or changes in your private life from your last change in jobs?

	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...a closer proximity to the partner or to the family (Z06_1)					
...a new beginning in private life (Z06_2)					
...shorter distances to work (Z06_3)					
...better reconciliation of work and private life (Z06_4)					
...other improvements (Z06_5)					

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

	All the time	Most of the time	Slightly more than half the time	Slightly less than half the time	Now and then	At no time
...I have been happy and in a good mood. (Z07_1)						
...I have felt calm and relaxed. (Z07_2)						
...I have felt energetic and active. (Z07_3)						
...I have woken up refreshed and well rested. (Z07_4)						
...my day-to-day life has been busy with things that interest me. (Z07_5)						