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**EMPLOYMENT RELATIONS
RESEARCH SERIES NO.36**

Employment attitudes:
Main findings from
the British Social Attitudes
Survey 2003

HARJINDER KAUR



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The views expressed in this report are the author's and do not necessarily reflect those of the Department of Trade and Industry or the Government.

Foreword

The Department of Trade and Industry's aim is to realise prosperity for all. We want a dynamic labour market that provides full employment, flexibility and choice. We want to create workplaces of high productivity and skill, where people can flourish and maintain a healthy work-life balance.

The Department has an ongoing research programme on employment relations and labour market issues, managed by the Employment Market Analysis and Research branch (EMAR). Details of our research programme appear regularly in the ONS journal *Labour Market Trends*, and can also be found on our website: <http://www.dti.gov.uk/er/emar>

DTI social researchers, economists, statisticians and policy advisors devise research projects to be conducted in-house or on our behalf by external researchers, chosen through competitive tender. Projects typically look at individual and collective employment rights, identify good practice, evaluate the impact of particular policies or regulations, or examine labour market trends and issues. We also regularly conduct large-scale UK social surveys, such as the Workplace Employment Relations Survey (WERS) and Work-Life Balance Study.

We publicly disseminate results of this research through the DTI Employment Relations Research series and Occasional Paper series. All reports are available to download at <http://www.dti.gov.uk/er/inform.htm>

Anyone interested in receiving regular email updates on EMAR's research programme, new publications and forthcoming seminars should send their name, organisation and postal address to us at: emar@dti.gov.uk

The views expressed in these publications do not necessarily reflect those of the Department or the Government. We publish them as a contribution towards open debate about how best we can achieve our objectives.



Grant Fitzner
Director, Employment Market Analysis and Research

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Executive summary

Trade union membership has continued to fall since 1983 and there has been an increase in the proportion of employees who have never been trade union members. Trade union members tend to be older, better qualified, work full-time and in the public sector. However, most employees were content with employment relations with management and the trade union within their workplace. Fewer employees are prepared to work hard if it interferes with the rest of their life, and an increasing share of employees would prefer to work shorter hours.

Aims of the study

This report presents findings from NatCen's (National Centre for Social Research) annual British Social Attitudes Survey (BSAS). BSAS presents the attitudes of adults across Great Britain, and was designed with two main aims in mind; to collect both demographic and attitudinal data.

The survey regularly includes a series of core questions on general attitudes and additional questions, which reflect current concerns and change over time. This report provides findings on issues relating to employment relations, which includes the following themes: trade unions, loyalty and attachment, participation and consultation, discrimination and internet use at work.

Management and employment relations

In 2003, more than four out of every five British employees said they considered relations between management and other employees in their workplace to be 'quite good' or 'very good'.

The proportion who respond 'quite good' has remained fairly static at around 45 to 50 per cent since the survey began (46 per cent of employees in 2003). Just over one-third (35 per cent) of employees said that relations were 'very good'. Women, part-time workers, non-union members and high-income earners were more likely to report 'very good' relations than were other employees.

Trade unions

In 2003, one-third (33 per cent) of British employees were current members of a trade union or staff association according to BSAS. This is somewhat higher than the 29.3 per cent estimate of union membership density in 2003 from the Labour Force Survey (our preferred measure).

However both series show a similar pattern of decline over recent decades. In 1984, just under half of employees (47 per cent) were trade union members, as measured by BSAS.

There are more employees who have never been trade union members than there are current members. The proportion of employees who have never been trade union members has increased from 30 per cent in 1984 to 46 per cent in 2003. Employees who are former trade union members has remained fairly static at around 20 per cent between 1984 and 2003 (see chart 4 for paragraphs one to three on trade unions).

The union gender gap between male and female rates of trade union membership has all but closed. In 2003, 33 per cent of male and 32 per cent of female employees were a member of a trade union compared to 55 per cent and 43 cent respectively in 1983.

The proportion of full-time employees who were trade union members fell by 19 percentage points from 1983 to 2003 (54 per cent in 1983 to 35 per cent in 2003).

The proportion of employees aged 18 to 29 years old who were trade union members declined by 22 percentage points between 1983 and 2003 (41 and 19 per cent respectively).

Thirty per cent of employees in the private sector were trade union members compared to almost three-quarters (74 per cent) in the public sector in 1984. Public sector union density has fallen by 21 percentage points between 1984 and 2003, compared with a nine-percentage point drop in the private sector.

Union recognition has likewise fallen. The proportion of employees who reported that unions were not recognised by management for negotiating pay and conditions of employment increased by 13-percentage points from 33 per cent in 1983 to 46 per cent in 2003.

Despite waning membership, unions are still viewed somewhat favourably. In 2003, three-fifth (61 per cent) of employees said that unions were doing their job well, compared with 63 per cent in 1984.

When asked what was the most important thing that a trade union should try to do, the most popular response (28 per cent in 2003) was to improve working conditions across the workplace.

Loyalty and attachment

Fewer employees are these days prepared to work hard if it interferes with the rest of their life, and an increasing proportion of employees say that they would prefer to work shorter hours.

From 1989 to 2003 there was a ten-percentage point decline in the proportion of employees who say they do their best even if it sometimes interferes with the rest of their life (56 per cent in 1989 and 46 per cent in 2003). By contrast, the proportion of employees who said they work hard but not so that it interferes with the rest of their life has steadily increased from 38 per cent in 1983 to 47 per cent in 2003.

In 2003, 43 per cent of employees 'agreed' that managers at their workplace usually kept their promises to the employees, compared to 39 per cent in 1998.

Fewer employees in 2003 (63 per cent) said they were content with their present hours, rather than want to work more or fewer hours, than in 1985 (73 per cent). The proportion of employees wanting to work shorter hours has risen from 23 per cent in 1985 to one-third (33 per cent) in 2003. However of these employees, two-thirds (66 per cent) said they would *not* prefer to work fewer hours if it meant less money. Just over a quarter (28 per cent) of these employees said that they *would* work fewer hours for less money.

Participation and consultation

More employees in 2003 considered people at their workplace to be well informed than in the past. In 1998, 37 per cent of employees agreed that people at their workplace were usually well informed about what was happening in their workplace compared to 44 per cent in 2003.

In both 1998 and 2003, employees who worked in small firms (less than 10 employees) were more likely to 'agree' that they were well informed than employees who worked in large firms (500 or more employees) (56 and 40 per cent respectively, in 2003).

In both 1998 and 2003, employees who worked in the public sector were more likely to agree that they were well informed than employees who worked in the private sector (48 and 42 per cent respectively, in 2003).

In 2003, 58 per cent of employees said they would have a say if there was going to be some decision made at their workplace that changed the way that they did their job.

In 2003, 43 per cent of employees compared to 40 per cent in 1983, said that they had 'quite a lot' of say or chance to influence a decision about the change in the way that their job was done.

Discrimination at work

Very few employees said that they were aware of their employer in the last five years discriminating unfairly against an employee on the grounds of sex, age, disability, race or ethnicity, sexual orientation, or religion or beliefs when getting a job.

Employees were mostly aware of their employer treating an employee unfairly in the last five years when getting promotion. This was across sex, age and race discrimination.

Internet use at work

Forty-four per cent of employees said that they use the Internet or World Wide Web (WWW) for their work. Employees that work in professional occupations and the public sector were more likely to use the Internet or WWW in their work than other industries and the private sector.

Fifty-one per cent of employees who were trade union members compared to 41 per cent of employees that were not said that they use the Internet or WWW for their work.

Male and female employees were equally likely to use the Internet or WWW for their work (both 44 per cent). Almost half (48 per cent) of full-time employees compared with 30 per cent of part-timers use the Internet or WWW for their work.

In 2003, just over one-quarter (27 per cent) of the employees who used the Internet or WWW for their work said they used it for an hour, 17 per cent used it for two hours, and the remainder for more than two hours.

About the survey

The British Social Attitudes Survey (BSAS) has been conducted annually since 1983¹ by the National Centre for Social Research (NatCen). Core funding for the survey is provided by the Sainsbury Family Charitable Trusts.

BSAS collects both demographic and attitudinal data across Great Britain. It regularly includes a series of core questions on general attitudes and additional questions, which reflect current concerns and change over time.

Since 1983 there has been a module on employment matters, which includes questions on trade unions. The Department of Trade and Industry (DTI) has contributed financially in funding the survey since 1998.

Analysis in this report refers to respondents who were employees at the time of the survey in 2003. The British Social Attitudes Survey defines respondents as 'employees' if they are in employment for at least 10 hours per week and are an employee in their main job and those that are in a job but temporarily away.

The survey² is based on a representative sample of adults aged 18 or over. Since 1993, the sampling frame for the survey has been the Postcode Address File (PAF), a list of addresses (or postal delivery points) compiled by the Post Office. The sampling method involved a multi-stage design with three separate stages of selection. The first of the three selections includes sectors, then addresses, and finally individuals.

The survey covers a random sample of 3,300 - 3,600 adults each year. In 2003, the sample size was increased to around 4,400 adults. The survey is made up of a questionnaire, administered face-to-face, and a self-completion supplement.

¹ There was not a BSAS series in 1988, 1992 or 1997.

² Further information on the technical details of BSAS can be seen in any edition of NatCen's BSAS reports (appendix 1).

The following additional information can be found in the Annexes:

Annex A - Detailed tables of results.

Annex B - Technical details about the survey.

Annex C - Questions used in this report.

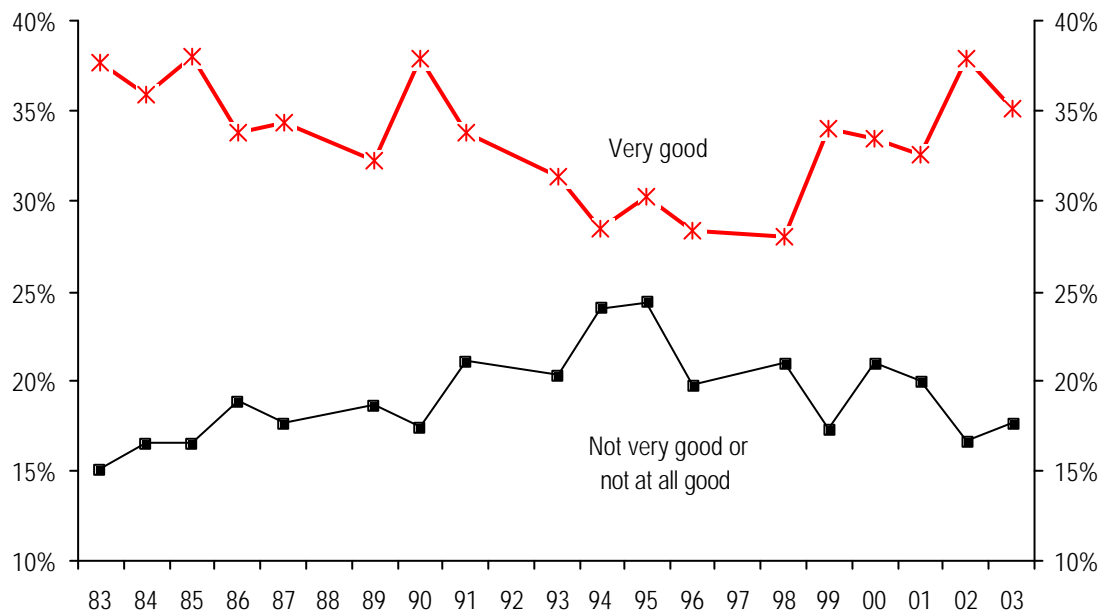
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Employment relations and trade unions

Management and employment relations

Employees were asked in general how they would describe relations between management and other employees at their workplace. In 2003 more than four out of every five employees said they considered relations between management and other employees in their workplace to be 'quite good' (46 per cent) or 'very good' (35 per cent). The proportion who respond 'quite good' has remained fairly static at around 45 to 50 per cent since the survey began. Chart 1 shows that just over one-third (35 per cent) of employees said that relations were 'very good' in 2003.

Chart 1. Employment relations at the workplace, 1983 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain

Table 1 shows employment relations by main characteristics. Women, part-time workers, non-trade union members and high income earners³

³ Respondents in paid work were asked which of the letters represented their own gross or total earnings, before deduction of income tax and national insurance. High income has been coded as those that earn more or equal to £29,000. Average income as £12,000 to £28,999, and low income as less than or equal to £11,999.

were more likely to report 'very good' relations than were other employees.

Table 1. Employment relations by main characteristics, 2003

	Very good	Quite good	Not very good	Not at all good	Net balance**
Male employees	33	46	15	5	+59
Female employees	37	47	10	5	+69
Weighted (1555)					
Unweighted (1465)					
Full-time employees	33	47	14	5	+61
Part-time employees	43	44	*	*	-
Weighted (1555)					
Unweighted (1465)					
Trade union member	27	48	18	7	+50
Non union employee	39	46	10	4	+71
Weighted (1554)					
Unweighted (1465)					
Private sector	37	44	14	5	+62
Public sector	32	51	11	5	+67
Weighted (1555)					
Unweighted (1465)					
High earnings	44	43	9	*	-
Average earnings	32	46	16	6	+56
Low earnings	32	50	12	*	-
Weighted (1477)					
Unweighted (1396)					
England	36	47	13	5	+65
Wales	*	47	*	*	-
Scotland	32	45	*	*	-
Weighted (1554)					
Unweighted (1465)					
All employees	35%	46%	13%	5%	+63

Source: British Social Attitudes Survey, employee responses

Notes: * Sample size too small to provide a reliable estimate **Very good or quite good, minus not very good and not at all good

Question: 'In general how would you describe relations between management and other employees at your workplace'.

Trade union membership

Whether a trade union member now

Figures from the British Social Attitudes Survey series show that the proportion of employees⁴ who were trade union⁵ members fell by 17 percentage points between 1983 and 2003. In 1983, half of employees (50 per cent) were trade union members compared to a third (33 per cent) in 2003.

In the period 1983 to 2003, the following were more likely to be trade union members:

Male employees (the union gender gap between male and female rates of trade union membership began to close from around 1995);

Full-time employees⁶;

Employees with qualifications above A-Level⁷;

Employees aged between 40-49 and 50-59;

Employees with earnings or gross total of less than £28,999;

Public sector employees⁸;

Employees in Wales and Scotland; and,

Employees that worked in the transport and communications, and public administration, education and health industries (not shown here)⁹.

Table 2 shows trade union membership by main characteristics:

⁴ Analysis in this report refers to respondents who are currently employees. The British Social Attitudes Survey defines respondents as 'employees' if they are in employment for at least 10 hours per week and are an employee in their main job, and those that are in a job but temporarily away.

⁵ Employees who say they are a member of a staff association or member of both a trade union and a staff association have been coded as being a member of a trade union. Those that answer 'no' to 'whether a trade union member now' are either former or never trade union members.

⁶ An employee working full-time would be working 30 or 30-plus hours. An employee working part-time would be working 29 or less than 29 hours.

⁷ The qualifications variable has been recoded to A-level +, O-Level/ CSE and no qualifications. A-Level+ includes A-level, higher education and degree.

⁸ From 1983 to 1997, the public sector variable includes nationalised industry, LA/LEA (local authority/ local education authority), health authority, central government, and charity and trust. In 1998, the public sector variable changed to include nationalised industry or public corporation, other public sector employer, and charity and voluntary.

⁹ Analysis in this report includes the industry variable. However, it is only possible to make broad comparisons over time as the Standard Industry Classification (SIC) changed from SIC80, to SIC90 and finally to SIC92. For further information see Annex B of this report.

The proportion of full-time employees who were trade union members fell by 19 percentage points from 1983 to 2003 (54 per cent in 1983 to 35 per cent in 2003).

Table 2. Trade union membership, by main employee characteristics

	1983	1987**	1993	1998	2003
Male employees	55	50	43	35	33
Female employees	43	42	36	31	32
Weighted	(798)	(1342)	(1236)	(1544)	(2162)
Unweighted	(812)	(1381)	(1141)	(1428)	(2017)
Full-time employees	54	49	42	35	35
Part-time employees	30	31	30	27	23
Weighted	(798)	(1328)	(1234)	(1542)	(2162)
Unweighted	(812)	(1365)	(1140)	(1426)	(2017)
A-Level+	n.a.	48	43	39	39
O-Level/CSE	n.a.	42	39	29	25
No qualifications	n.a.	48	35	25	26
Weighted		(1329)	(1218)	(1525)	(2130)
Unweighted		(1368)	(1125)	(1409)	(1988)
18-29 years old	41	38	32	22	19
30-39 years old	50	47	42	34	34
40-49 years old	50	49	47	39	39
50-59 years old	60	57	42	38	39
60+ years old	*	*	*	*	*
Weighted	(797)	(1343)	(1236)	(1541)	(2162)
Unweighted	(812)	(1381)	(1141)	(1424)	(2017)
High earnings ¹⁰	n.a.	n.a.	33	23	18
Average earnings	n.a.	n.a.	50	43	40
Low earnings	n.a.	n.a.	*	36	39
Weighted			(1179)	(1498)	(2045)
Unweighted			(1083)	(1385)	(1916)
All employees	50%	46%	40%	33%	32%

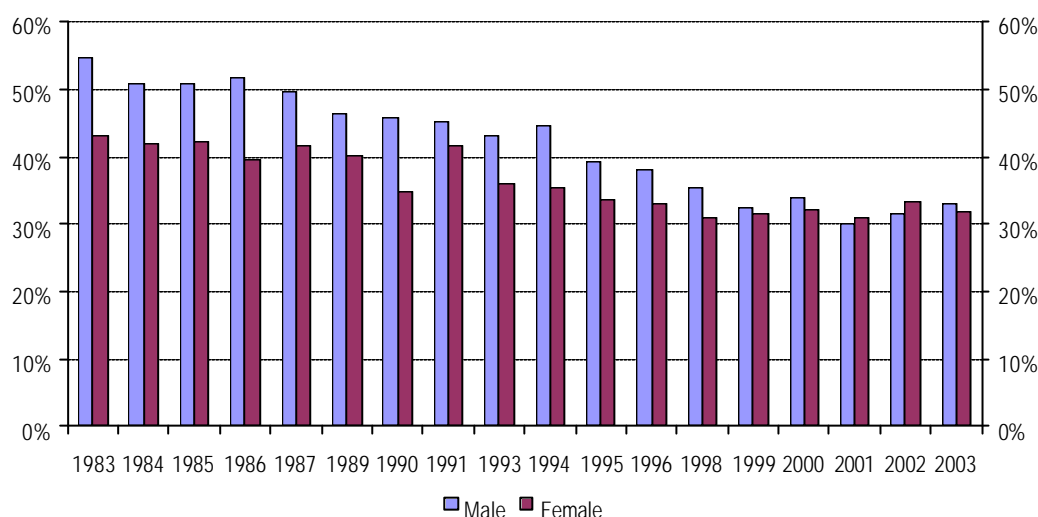
Source: British Social Attitudes Survey, employee responses * Sample size too small to provide a reliable estimate **No BSAS in 1988. There was not a qualification variable in 1983. It was not possible to compare the earnings variable in 1983 and 1987, as the scales were different.

Question: '(May I just check) are you now a member of a trade union or staff association?'

¹⁰ Respondents in paid work were asked to identify which of a number of gross earning bands covers their own earnings. During the BSAS series the number of bands increased from 11 to 24 with values varying to reflect the rise in earnings over the period. In this analysis for each year the gross earnings bands were recoded to high (equal or more than £29,000), average (£12,000 to £28,999) and low (less than or equal to £11,999). It was not possible to provide proportions for 1983 and 1987 as the scales were different.

Chart 2 shows that the union gender gap between male and female rates of trade union membership has all but closed. In 2003, 33 per cent of male and 32 per cent of female employees were a member of a trade union compared to 55 per cent and 43 per cent respectively in 1983. For the first time in the BSAS series, in 2001 and 2002 the proportion of female employees that were trade union members was higher than male employees.

Chart 2. Trade union density by sex, 1983 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain

There has been a decline in the proportion of employees who were trade union members across all qualification bands. There was a nine-percentage point decline for those with qualifications above A-level between 1987 and 2003. Compared to a 17-percentage point decline for employees with O-level/ CSE qualifications and a 22-percentage point decline for employees with no qualifications in the same period.

There has been a decline in the proportion of employees who were trade union members across all age bands. However, the decline was greater for employees aged between 18 to 29 years old. The proportion of employees aged 18 to 29 years old who were trade union members declined by 22-percentage points between 1983 and 2003 (41 and 19 per cent respectively).

In 1993, 33 per cent of employees with high earnings were trade union members compared to 18 per cent in 2003.

Table 3 shows that in 1984, 30 per cent of employees in the private sector were trade union members compared to 74 per cent in the public sector. Public sector union density has fallen by 21-percentage points between 1984 and 2003, compared with a nine-percentage drop in the private sector.

The table below also shows that in 1984, 46 per cent of employees in England were trade union members compared to 30 per cent in 2003.

Table 3. Trade union membership, by sector and region

	1984*	1989*	1993	1998	2003
Private sector	30	30	27	21	21
Public sector	74	69	64	57	53
Other	*	*	*	*	*
Weighted	(759)	(1430)	(1233)	(1544)	(21620)
Unweighted	(774)	(1460)	(1138)	(1428)	(2016)
England	46	43	38	32	30
Wales	*	61	*	51	42
Scotland	58	44	59	37	45
Weighted	(759)	(1432)	(1237)	(1544)	(2161)
Unweighted	(774)	(1462)	(1141)	(1428)	(2017)

Source: British Social Attitudes Survey, employee responses * There was no sector variable in 1983 and 1988.

Whether ever¹¹ a trade union member (former or ex-union members)

Those that were not a member of a trade union now were asked 'have you ever been a member of a trade union'? Chart 3 shows that the proportion of employees who said 'yes' to ever being a trade union member (i.e. previously or former members of a trade union) fell by 11 percentage points between 1984 and 2003 (43 and 32 per cent respectively).

In the period 1984 to 2003, the following were more likely to be former trade union members:¹²

Male employees;

Full-time and part-time employees (after 1996 employees that worked part-time were more likely to be former members);

Employees with no qualifications;

Employees aged between 40-49 and 50-59;

Public sector employees; and,

¹¹ Employees who say they have ever been a member of a staff association or a member of both a trade union and a staff association have been coded as ever being a member of a trade union. It was not possible to present the figures from BSAS83 as the question was asked to everyone. In BSAS84 onwards, the question was only asked to those that said 'no' or 'don't know' to 'are you now a member of a trade union or staff association?'. The question was also not asked in BSAS95. The 'ever union' question has been recoded to 'yes' and 'no' and will add up to 100 per cent. 'Yes' was coded to a former trade union member and 'no' was coded to never been a trade union member.

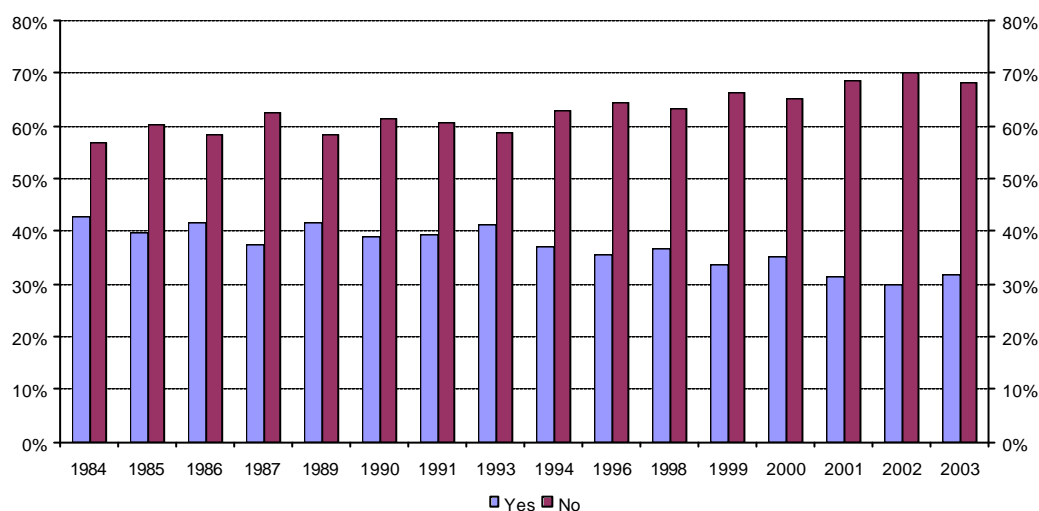
¹² Analysis is based on the 'ever union' question recoded as 'yes' and 'no'. See footnote 11.

Employees that worked in the manufacturing and public administration, education and health industries.

*Whether ever a trade union member (never union member)*¹³

Chart 3 shows that the proportion of employees who said 'no' to ever being a trade union member (i.e. never trade union member) rose by 11-percentage points from 57 per cent in 1984 to 68 per cent in 2003.

Chart 3. Whether ever a trade union member, 1984 to 2003



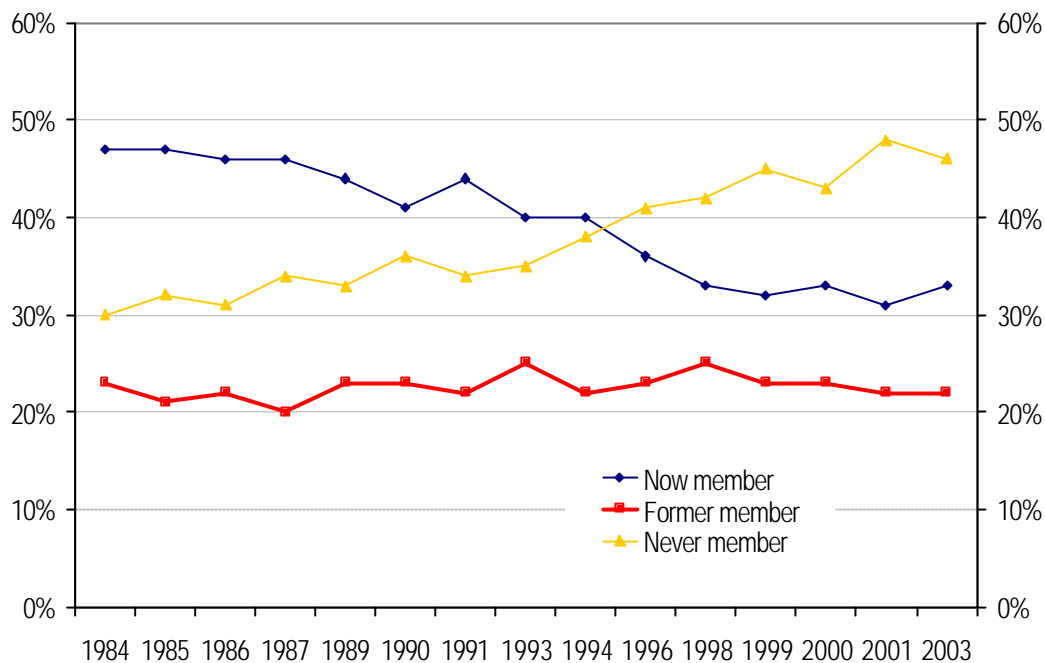
Source: British Social Attitudes Survey, employee responses, Great Britain.

Chart 4 shows that the proportions of employees who are trade union members, former members and never members¹⁴. The proportion of employees who have never been trade union members has increased by 16-percentage points between 1984 and 2003 (30 per cent in 1984 to 46 per cent in 2003). Employees who are former trade union members have remained virtually static around 20 per cent between 1984 and 2003.

¹³ See footnote 11.

¹⁴ The ever union questions has been recoded to 'now member', 'former member' and 'never member' and will add up to 100 per cent. The proportions and base for this chart are different to chart 3.

Chart 4. Trade union membership, 1984 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain.

Union recognition and eligibility

Whether at your workplace unions are recognised by management for pay and conditions of employment

Employees were asked whether at their place of work there were unions recognised by the management for negotiating pay and conditions of employment. The proportion of employees who reported that unions were not recognised by management for negotiating pay and conditions of employment increased by 13-percentage points from 33 per cent in 1983 to 46 per cent in 2003.

Whether people doing your job are eligible to join a union at the place of work

Table 4. Whether people doing your job are able to join the union

	Public sector	Private sector	All employees
Yes	58	42	95
No	46	54	*
Don't know	*	*	*

Base: Weighted (803) Unweighted (769)

Source: British Social Attitudes Survey (BSAS) 2003 * Sample size too small to provide a reliable estimate.

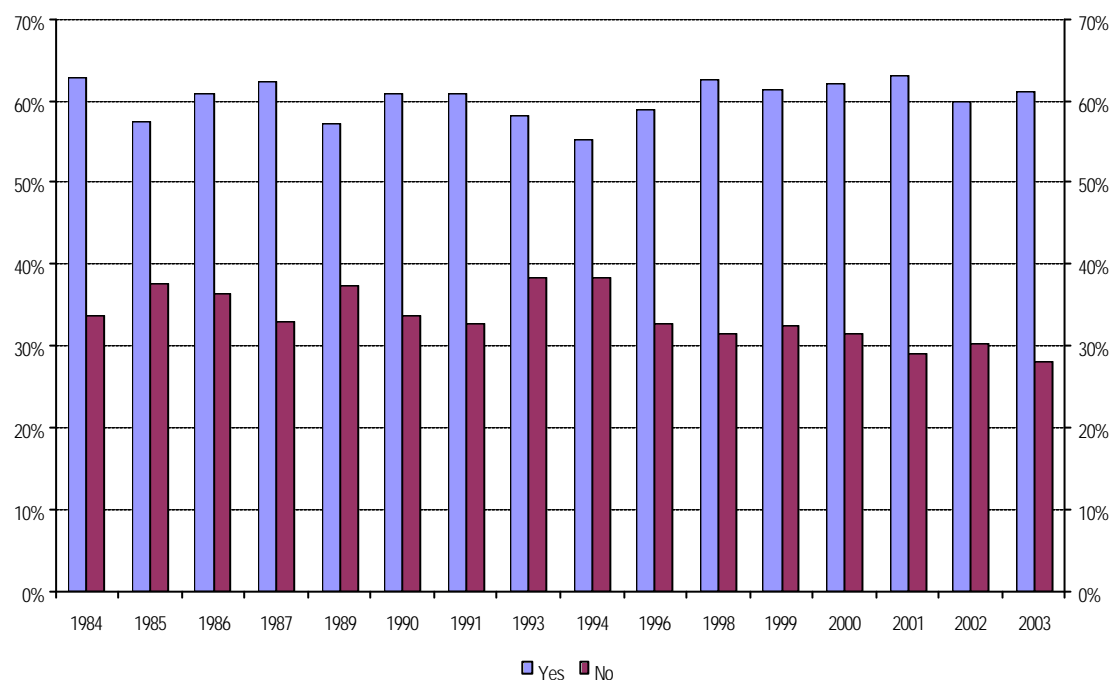
Table 4 shows that in 2003, 95 per cent of employees said that people doing their job were eligible to join a union. Fifty-eight per cent of employees in public sector said that people doing their job were eligible to join the union compared to 42 per cent in the private sector.

Employee attitudes to unions

*Unions doing their job well*¹⁵

Those in places of work where unions were recognised by management for pay and conditions of employment were asked whether on the whole the union does its job well or not. Chart 5 shows that in 2003, just over three-fifths (61 per cent) of employees said unions were doing their job well, compared with 63 per cent in 1984¹⁶.

Chart 5. Trade unions do their job well, 1984 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain.

¹⁵ This question was not asked in BSAS95.

¹⁶ The 'unions do job well' question in 1983 did not have a code for 'don't know' and has been excluded. In the years 1984 to 2003 there was a code for 'don't know' and this has been included in the analysis.

In 1984, 67 per cent of employees that were trade union members said that that union was doing its job well compared to 68 per cent in 2003. In 1984, 53 per cent of employees that were non trade union members said that unions do their job well compared with 51 per cent in 2003.

Most important thing that a trade union should try to do

Table 5 shows the proportion of employees, and current, former and never trade union members by which, if any, they think is the most important thing that a union should try to do.

Twenty-eight per cent of employees said that the most important thing that a trade union should try to do is to improve the working conditions across the workplace. Twenty-seven per cent of employees said that that the most important thing that a trade union should try to do is represent individual employees in dealing with their employer about problems at work.

Thirty-three per cent of current trade union members said that the most important thing that the trade union should do is improve working conditions across the workplace. This compares to 29 per cent of former trade union members and 25 per cent of never trade union members. The most popular response for employees who have never been trade union members (29 per cent) was to represent individual employees in dealing with their employer about work problems.

Table 5. Most important thing a trade union should try to do (%)

%	¹⁷ Trade union status			Total All employees
	Current union member	Former union member	Never a union member	
Improve working conditions across the workplace	33	29	25	28
Represent individual employees in dealing with their employer about problems at work	22	29	29	27
Improve pay for all employees	18	14	14	15
Protect existing employees' jobs	15	17	9	13
Promote equality for women or ethnic and other minority groups	*	4	8	6
Reduce pay differences in the workplace	*	*	*	5
Have an input into the running of the business	*	*	*	2
None of these	*	*	*	*
Don't know	*	*	*	*
Weighted	512	327	712	803
Unweighted	499	314	649	769

Source: British Social Attitudes Survey 2003 * Sample size too small to provide a reliable estimate.

¹⁷ Analysis based on recoding as shown in footnote 14.

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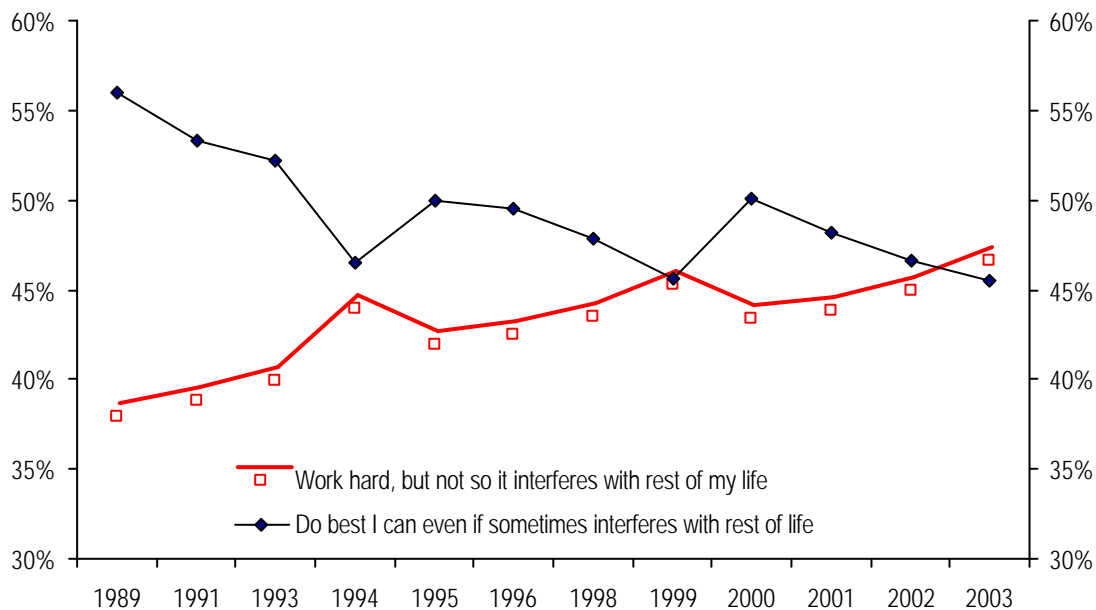
Loyalty and attachment

Employee attitudes to their job

How you feel about your job¹⁸

Employees were asked to best describe how they felt about their jobs. Every year with the exception of 2003, employees were more likely to say that they make a point of doing the best that they can even if it sometimes interferes with the rest of their life, than they only work as hard as they have to, or work hard but not so that it interferes with the rest of their life. Chart 6 shows that from 1989 to 2003 there was a 10-percentage point decline in the proportion of employees who say they do their best even if it sometimes interferes with the rest of their life (56 per cent in 1989 and 46 per cent in 2003).

Chart 6. How employees feel about their job, 1989 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain.

By contrast the proportion of employees who said they work hard but not so that it interferes with the rest of their life has steadily increased from 38 per cent in 1983 to 47 per cent in 2003.

¹⁸ This question was asked in 1989, 1991, 1993, 1994, 1995, 1996, 1998, 1999, 2000, 2001, 2002 and 2003.

In 1998 and 2003, employees were asked a series of questions about how they felt in and about their workplace.

I feel there will be a job for me where I work now as long as I want it

Table 6 shows that in 1998, 36 per cent of employees 'agreed' that there would be a job for them where they currently work for as long as they want it compared to 42 per cent in 2003.

Table 6. There is a job for me at work as long as I want it[#]

Employee responses	1998	2003
Agree strongly	14	17
Agree	36	42
Neither agree/ disagree	22	16
Disagree	20	19
Strongly disagree	7	4
Can't choose	*	*
(Weighted)	1,223	1,195
(Unweighted)	1,132	1,127

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
[#] Question: "I feel there will be a job for me where I work now as long as I want it".

Table 7. There is a job for me as long as I want it by gender

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Male	14	36	19	2	*
Female	20	46	14	15	*

Weighted (1195)

Unweighted (1127)

Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate.

Table 7 shows that 20 per cent of female employees compared to 14 per cent of male employees 'agree strongly' that there is a job for them as long as they want it.

Workplace management and employees are always at loggerheads

Table 8 shows that in 1998, half of employees (50 per cent) 'disagreed' that at their workplace management and other employees were always at loggerheads compared to 48 per cent in 2003.

Table 8. Workplace management and employees always at loggerheads[#]

Employee responses	1998	2003
Agree strongly	*	4
Agree	13	13
Neither agree/ disagree	20	22
Disagree	50	48
Strongly disagree	14	11
Can't choose	*	*
Weighted	1,219	1,191
Unweighted	1,128	1,122

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
[#] Question: "At my workplace management and employees are always at loggerheads".

Table 9. Whether a trade union member by whether they view that management and employees are always at loggerheads

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Trade union member	*	16	24	44	10
Non trade union member	*	11	22	52	13
Weighted (1172)					
Unweighted (1108)					

Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate.

Table 9 shows that 16 per cent of employees who were trade union members 'agree' that management and other employees are always at loggerheads compared to 11 per cent of non trade union members.

Managers at my workplace usually keep their promises to employees

Table 10 shows that in 2003, 43 per cent of employees 'agreed' that managers at their workplace usually kept their promises to the employees compared to 39 per cent in 1998.

Table 10. Workplace managers usually keep their promises to employees[#]

Employee responses	1998	2003
Agree strongly	6	6
Agree	39	43
Neither agree/ disagree	31	27
Disagree	19	17
Strongly disagree	4	5
Can't choose	*	*
Weighted	1,219	1,196
Unweighted	1,128	1,126

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
[#] Question: "Managers at my workplace usually keep their promises to the employees".

Table 11 shows that the proportion of employees that reported that they 'agreed' that they were always on the look-out for a better job than their own fell by two-percentage points between 1998 and 2003 (23 and 21 per cent respectively).

Table 11. Always on the look-out for a job that is better than mine[#]

Employee responses	1998	2003
Agree strongly	8	7
Agree	23	21
Neither agree/ disagree	22	21
Disagree	33	38
Strongly disagree	13	12
Can't choose	*	*
Weighted	1,222	1,194
Unweighted	1,131	1,124

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
 Question: "I am always on the look-out for a job that is better than mine".

Pride, shared values and organisational loyalty

Table 12 shows that between 1998 and 2003, the proportion of employees that reported that they were proud of their organisation increased from 44 per cent in 1998 to 47 per cent in 2003.

Table 12. Proud to tell people which organisation I work for[#]

Employee responses	1998	2003
Agree strongly	13	16
Agree	44	47
Neither agree/ disagree	31	27
Disagree	9	7
Strongly disagree	*	*
Can't choose	*	*
Weighted	1,221	1,193
Unweighted	1,130	1,124

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
 #Question: "I am proud to tell people which organisation I work for".

In 2003, employees were asked whether they felt loyal and shared many of the values of their organisation. Table 13 shows that just over two-fifths (43 per cent) 'agreed' and nine per cent 'strongly agreed' that they shared the values of the organisation. Just under half (49 per cent) 'agreed' and 15 per cent 'agreed strongly' that they were loyal to their organisation.

Table 13. Shared values and loyalty to organisation

Employee responses	"I share many values of my organisation"	"I feel loyal to my organisation"
Agree strongly	9	15
Agree	43	49
Neither agree/ disagree	29	24
Disagree	12	9
Strongly disagree	*	*
Can't choose	4	*
Base (weighted)	1,190	1,193
Unweighted	1,122	1,123

Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate.

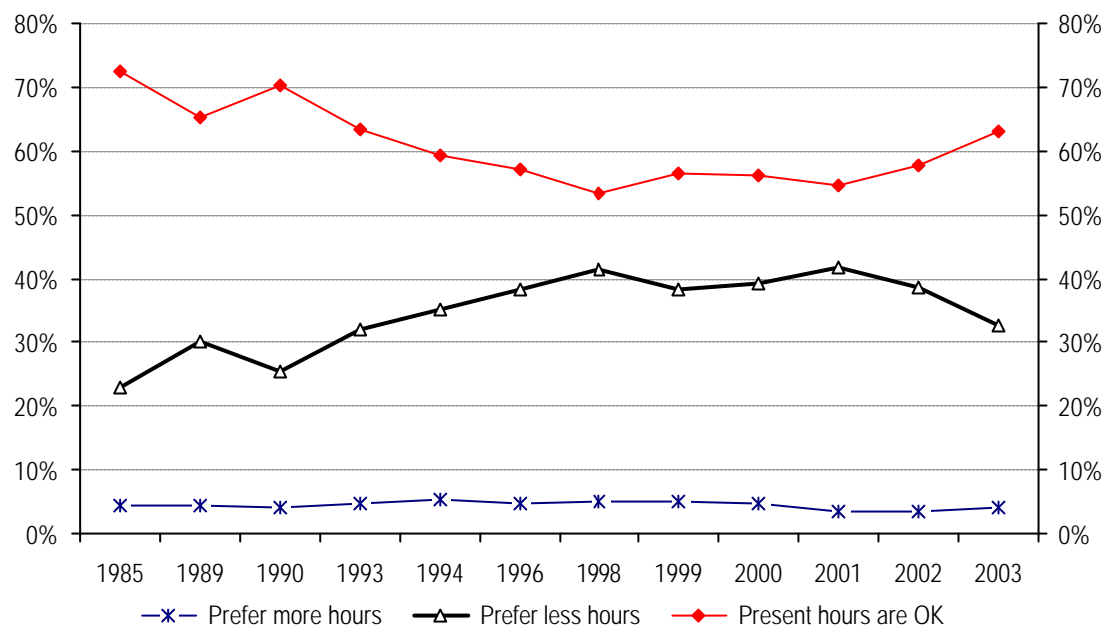
Preferred working hours

Prefer job where you worked more or fewer hours or happy with present hours¹⁹.

Employees were asked to think about the number of hours they worked including overtime, and whether they would prefer a job where they worked more or fewer hours, or were happy with their present hours. Chart 7 shows that fewer employees in 2003 (63 per cent) said they were content with their present hours, rather than want to work more or fewer hours, than in 1985 (73 per cent). The chart also shows that the proportion of employees wanting to work fewer hours has risen from 23 per cent in 1983 to one-third (33 per cent) in 2003.

¹⁹ This question was asked in 1985, 1989, 1990, 1993, 1994, 1996, 1998, 1999, 2000, 2001, 2002 and 2003.

Chart 7. Preferred hours of work, 1985 to 2003



Source: British Social Attitudes Survey, employee responses, Great Britain

Prefer to work fewer hours, if earning less money as a result²⁰

Employees that said that they would prefer a job where they worked fewer hours were asked whether they would still prefer to do so, if it meant earning less money as a result. In 2003, two-thirds (66 per cent) of employees said they would not prefer to work fewer hours, if it meant less money. Just over a quarter (28 per cent) said that they would work fewer hours for less money.

²⁰ It is not possible to use the question from 1985 as the scale is different.

3

Participation and consultation

Well informed at workplace

People at my workplace are usually well-informed about what is happening at the workplace

Table 14 shows that in 1998, 37 per cent of employees 'agreed' that people at their workplace were usually well informed about what was happening in their workplace compared to 44 per cent in 2003.

Table 14. People at workplace usually well informed about what is happening[#]

Employee responses	1998	2003
Agree strongly	6	7
Agree	37	44
Neither agree/ disagree	18	17
Disagree	32	26
Strongly disagree	6	5
Can't choose	*	*
Weighted	1,222	1,194
Unweighted	1,131	1,125

Source: British Social Attitudes Survey 1998 and 2003, employee responses * Sample size too small to provide a reliable estimate
Question: "People at my workplace are usually well-informed about what is happening at the workplace".

Tables 15 and 16 show that in both 1998 and 2003, employees who worked in small firms (less than 10 employees) were more likely to 'agree' that they were well informed than employees that worked in large firms (500 or more employees) (56 and 40 per cent respectively, in 2003). In 2003, just over a quarter (26 per cent) of employees in workplaces with 500 or more employees 'disagree' that they are well informed.

Tables 15 and 16 show that in both 1998 and 2003, employees who worked in the public sector were more likely to 'agree' that they were well informed than employees that worked in the private sector (48 and 42 per cent respectively, in 2003).

Table 15. People at workplace usually well informed about what is happening by workplace size and sector

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Under 10	*	50	*	*	*
10-24	*	46	*	25	*
25-99	*	29	22	38	*
100-499	*	37	16	34	*
500+	*	31	20	36	*
Weighted (1223)					
Unweighted (1131)					
Private	7	36	16	32	8
Public	*	39	21	31	*
Other	-	*	-	*	-
Weighted (1222)					
Unweighted (1131)					

Source: British Social Attitudes Survey 1998, employee responses. 'Cant choose', and 'Don't Know' for workplace size have been counted in to the weighted and unweighted base but the proportions have not been shown, less than 30 unweighted.

Table 16. People at workplace usually well informed about what is happening by workplace size and sector

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Under 10	*	56	*	*	*
10-24	*	47	*	23	*
25-99	*	44	20	23	*
100-499	*	39	14	34	*
500+	*	40	21	26	*
Weighted (1195)					
Unweighted (1125)					
Private	7	42	16	29	5
Public	8	48	18	*	*
Other	*	*	-	-	-
Weighted (1195)					
Unweighted (1125)					

Source: British Social Attitudes Survey 2003, employee responses. 'Cant choose,' and 'Don't Know' for workplace size have been counted in to the weighted and unweighted base but the proportions have not been shown, less than 30 unweighted.

Tables 15 and 16 show that employees in the private and public sector were also more likely to 'agree' that they were well informed in 2003 than in 1998 (36 and 39 per cent respectively in 1998, compared to 42 and 48 per cent respectively in 2003).

In 1998, 38 per cent of employees that worked in the distribution, hotels and restaurant occupation 'agreed' that they were well informed, compared to 53 per cent in 2003 (see tables A.1 and A.2 in Annex A).

In 1998, 47 per cent of employees that were managers and senior officials 'agreed' that they were well informed compared to 57 per cent in 2003 (see tables A.1 and A.2 in Annex A).

Whether employees have a say in job or decisions

Decision in the changed way the job was done²¹

Employees were asked if there was going to be some decision made at their place of work that changed the way that they did their job, do they think that they would have any say in the decision about the change. In each year when the above question was asked, 50 per cent or more of employees said that they would have a say in the decision (58 per cent in 2003)

Non-trade union members were more likely than trade union members to state that if there was going to be some decision made at their place of work they would have a say in the decision about the change. Over the series there has been a decline in both trade union and non trade union members saying that they would have a say in the change. In 1985, 58 per cent of trade union members compared to 65 per cent of non-trade union members said that they would have a say in the change. In 2003, 54 per cent of trade union members compared to 60 per cent of non-trade union members said that they would have a say in the change.

How much say or chance to influence the decision in the changed way the job was done

Those that said 'yes' to having a say in the decision about the change, were asked how much say or chance to influence the decision they think that they have. In 2003, 43 per cent of employees compared to 40 per cent in 1983, said that they had 'quite a lot' of say or chance to influence a decision about the change in the way that their job was done.

In 1985, 17 per cent of trade union members and to 22 per cent of non-trade union members said that they would have a 'great deal' of say or chance to influence the decision that they think that they would have (25 and 26 per cent respectively, in 2003).

²¹ This question was asked in 1985, 1987, 1989, 1991, 1993, 1996, 1998, 1999, 2001, 2002 and 2003.

4

Discrimination and Internet use at work

Discrimination at work²²

In 2003, employees were asked whether in the last five years they were aware of their current employer treating an employee unfairly in getting a job because of their sex, race or ethnic origin, age, sexual orientation, religion or beliefs, or disability. Table 17 shows that very few employees said that they were aware of their employer treating an employee unfairly on the above grounds in the last five years.

Table 17. Awareness of discrimination in getting a job

	Mentioned	Not mentioned
Sex Base: Weighted (1194) Unweighted (1125)	*	97
Age Base: Weighted (1194) Unweighted (1125)	3	97
Disability Base: Weighted (1198) Unweighted (1129)	*	99
Race or ethnic origin Base: Weighted (1198) Unweighted (1127)	*	98
Sexual orientation Base: Weighted (1196) Unweighted (1127)	*	99
Religion or beliefs Base: Weighted(1196) Unweighted (1127)	*	100

Source: British Social Attitudes Survey (BSAS) 2003 * Sample size too small to provide a reliable estimate

Tables A.3 to A.5 in Annex A show that employees were mostly aware of their employer treating an employee unfairly when getting promotion. This was across sex, age and race discrimination²³.

²² The sample size for the discrimination questions was too low to provide any breakdowns and should be used with caution.

²³ In 2003, employees were asked whether in the last five years they were aware of their current employer treating an employee unfairly in getting a job, promotion, training, discipline or grievance procedure, access to flexible working arrangements, redundancies, bullying or harassment, or any other way because of an employee's gender, age, disability, race or ethnic origin, sexual orientation or religion. This was a multiple choice question and employees were asked to tick all that apply. The tables show the count and per cent of responses for each type of discrimination. Counts for

Internet use at work

In 2003 only, those in work and on government training schemes were asked whether they ever use the Internet or World Wide Web (WWW) for their work²⁴. Forty-four per cent of employees said that they use the Internet or WWW for their work. Fifty-one per cent of employees who were trade union members compared to 41 per cent of employees that were not said that they use the internet or WWW for their work (see table A.6 in Annex A).

Male and female employees were equally likely to use the Internet or WWW for their work (both 44 per cent). Almost half (48 per cent) of employees that work full-time compared to 30 per cent that work part-time use the internet or WWW for their work. Eighty-seven per cent of employees that work in professional occupations said that they used the Internet or WWW for their work. Sixty-two per cent of employees that work in banking and 55 per cent working in public administration, education and health said that they use the Internet or WWW for their work. Thirty-six per cent of employees in the private sector compared to 57 per cent in the public sector said that they used the Internet or WWW for their work (see tables A.6 and A.7 in Annex A).

In 2003, just over one-quarter (27 per cent) of the employees who used the Internet or WWW for their work said they used it for an hour, and 17 per cent used it for two hours, and the remainder for more than two hours (see table A.8 in Annex A).

disability, sexual orientation or religious discrimination have not been shown as the counts were too low.

²⁴ A question about the use of the Internet or WWW has been asked in previous years. However, for the first time in 2003 the question asked whether the Internet or WWW was used for work.

5

Conclusions

Trade unions

Analysis from the British Social Attitudes Survey series shows that the proportion of employees who are trade union members has continued to fall since 1983. There has been an increase in the proportion of employees who have never been union members, while the proportion of employees who were former trade unions members has remained fairly static.

Two explanations could account for the change to trade union membership. The first is compositional change in the workplace; traditional union strongholds such as manufacturing have seen an employment decline.

Secondly, new non-union workplaces are beginning to replace older unionised workplace. In 1983, 33 per cent of employees reported that unions were not recognised by management for negotiating pay and conditions of employment compared to 46 per cent in 2003. Table 4 shows that 58 per cent of employees in the public sector and 42 per cent in the private sector said that people doing their job were able to join the union.

There are some noticeable differences between those that are trade union members and former trade union members. Trade union members are more likely to work full-time whereas former trade union members were more likely in the latter years to be part-time workers. Trade union members are more likely to have qualifications above A level whereas former trade union members were more likely to have no qualifications. In addition, trade union members are now more likely to work in the transport and communications, and public administration, education and health industries than in manufacturing.

Recent years have seen an increase in the proportion of female employees who are trade union members, therefore both male and female employees are equally likely to be trade union members whereas previously male employees were more likely.

Trade union members still tend to be older employees, aged 40 and over. Membership amongst younger employees (aged between 18 and 29) has declined over time. In 1983, 41 per cent of employees aged between 18 and 29 said that they were member of a trade union compared to 19 per cent in 2003.

Employment relations and participation and consultation

A possible additional explanation as to why fewer employees are trade union members is that relations are now better in the workplace than in previous years. Most employees viewed relations between management and other employees as 'quite good'. In 2003, three-quarters of employees said relations were good or very good (46 per cent said they were 'quite good' and 35 per cent said 'very good'). This compares with 45 and 38 per cent respectively of employees in 2002, and with 47 and 38 per cent respectively in 1983.

In 2003, just over two-fifths of employees agreed that employers kept them well informed (44 per cent), and the same proportion said they had 'quite a lot' of say or chance to influence the decision about the change. In 2003, almost three-fifths (58 per cent) of employees said that they would have a say in the decision about a change in the way that their job was done.

Loyalty and attachment

Most employees were also content in their workplace. Just over two-fifths of employees (42 per cent) felt that their job was safe, and 43 per cent of employees felt that managers kept their promises to employees. Just under half of employees agreed that they share the values of their organisation and were loyal to it (43 and 49 per cent respectively).

Most employees were also content with their present hours (63 per cent in 2003), although one-third (33 per cent) said they would like to work fewer hours. However, two-thirds (66 per cent) of those employees that would like to work fewer hours said they would not like to do so for less money.

Attitudes towards trade unions

Although trade union membership has declined over time, satisfaction with trade unions has remained favourably. One measure of union effectiveness and satisfaction is how well unions do their job. In 2003, just over three fifth (61 per cent) of employees said that unions were doing their job well. Sixty-eight per cent of trade union and 51 per cent of non-trade union members said that trade unions do their job well.

Why are more employees not joining trade unions when most say they do their job well? It could be that they are not able to join, as membership is not open to all of the workforce. In addition, non-union members may be benefiting from better relations within the workplace without having to be a trade union member.

Annex A – Table of results

Table A.1. People at workplace usually well informed about what is happening by industry and occupation

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Agriculture & fishing	*	*	*	*	*
Energy & water supply	*	*	*	*	*
Manufacturing	*	35	14	35	*
Construction	*	*	*	*	*
Distribution, hotels & restaurants	*	38	17	30	*
Transport & communications	*	*	*	52	*
Banking	*	38	19	31	*
Public administration, education & health	*	41	20	27	*
Other services	*	*	*	*	*
Not classifiable	*	*	*	*	*
Weighted (1222)					
Unweighted (1131)					
Managers & senior officials	*	47	*	22	*
Professional occupations	*	34	*	25	*
Associate professional & technical	*	38	*	39	*
Administrative & secretarial	*	39	17	32	*
Skilled trade occupations	*	*	*	39	*
Personal services occupation	*	39	*	*	*
Sales & customer services	*	44	*	*	*
Process, plant & machine operatives	*	*	*	39	*
Elementary occupations	*	*	*	40	*
Weighted (1221)					
Unweighted (1130)					

Source: British Social Attitudes Survey 1998, employee responses. 'Can't choose' has been counted in to the weighted and unweighted base but not shown; the proportions were less than 30 unweighted.

Table A.2. People at workplace usually well informed about what is happening by industry and occupation

	Agree strongly	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Agriculture & fishing	*	*	*	*	*
Energy & water supply	*	*	*	*	*
Manufacturing	*	30	*	36	*
Construction	*	*	*	*	*
Distribution, hotels & restaurants	*	53	*	21	*
Transport & communications	*	*	*	*	*
Banking	*	42	*	28	*
Public administration, education & health	8	49	18	21	*
Other services	*	*	*	*	*
Not classifiable	*	*	*	*	*
Weighted (1195)					
Unweighted (1125)					
Managers & senior officials	*	57	*	*	*
Professional occupations	*	48	22	*	*
Associate professional & technical	*	42	19	29	*
Administrative & secretarial	*	42	16	27	*
Skilled trade occupations	*	32	*	36	*
Personal services occupation	*	52	*	*	*
Sales & customer services	*	54	*	*	*
Process, plant & machine operatives	*	*	*	39	*
Elementary occupations	*	40	*	31	*
Weighted (1195)					
Unweighted (1125)					

Source: British Social Attitudes Survey 2003, employee responses. 'Can't choose' has been counted in to the weighted and unweighted base but not shown; the proportions were less than 30 unweighted.

Table A.3. Sex discrimination[#]

	Count	Per cent of Responses
Getting a job	34	12
Getting promotion	64	22
Getting training	32	11
Getting discipline or grievance procedures	41	14
Getting flexible working arrangements	45	16
Getting redundancies	*	*
Getting bullying or harassment	57	20
Other	*	*

Responses: Weighted (288) Unweighted (264)

Valid cases: Weighted (121) Unweighted (107)

Source: British Social Attitudes Survey 2003

[#] Question: 'In the last 5 years, are you aware of your employer treating an employee unfairly because of their sex'.

Table A.4. Age discrimination[#]

	Count	Per cent of Responses
Getting a job	45	23
Getting promotion	56	28
Getting training	*	*
Getting discipline or grievance procedures	*	*
Getting flexible working arrangements	*	*
Getting redundancies	*	*
Getting bullying or harassment	*	*
Other	*	*

Responses: Weighted (199) Unweighted (183)

Valid cases: Weighted (110) Unweighted (99)

Source: British Social Attitudes Survey 2003

[#] Question: 'In the last 5 years, are you aware of your employer treating an employee unfairly because of their age'.

Table A.5. Racial discrimination[#]

	Count	Per cent of Responses
Getting a job	30	20
Getting promotion	45	30
Getting training	*	*
Getting discipline or grievance procedures	*	*
Getting flexible working arrangements	*	*
Getting redundancies	*	*
Getting bullying or harassment	*	*
Other	*	*

Responses: Weighted (149) Unweighted (138)

Valid cases: Weighted (71) Unweighted (66)

Source: British Social Attitudes Survey 2003

[#] Question: 'In the last 5 years, are you aware of your employer treating an employee unfairly because of their race?'

Table A.6. Whether ever use the internet for work, by main characteristics

	Yes	No
Male employees	44	56
Female employees	44	56
Full-time employees	48	52
Part-time employees	30	70
Trade union members	51	49
Non-union employees	41	59
Private sector	36	64
Public sector	57	43
All employees	44%	56%

Base: Weighted (1635) Unweighted (1516)

Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate
Question: 'Do you yourself ever use the Internet or World Wide Web for your work?'

Table A.7. Whether ever use the internet for work, by industry and occupation

	Yes	No
Main occupation		
Managers and senior officials	68	32
Professionals occupations	87	13
Associate professional and technical	64	36
Administrative and secretarial	51	49
Skilled trade occupations	30	70
Personal service	19	81
Sales and customer service	*	82
Process, plant and machine operatives	*	95
Elementary occupations	*	94
Base: Weighted (1634) Unweighted (1516)		
Industry		
Agriculture and fishing	*	*
Energy and water supply	*	*
Manufacturing	34	66
Construction	41	59
Distribution, hotels and restaurants	20	80
Transport and communication	33	67
Banking	62	38
Public administration, education and health	55	45
Other services	*	58
Base: Weighted (1634) Unweighted (1516)		
Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate		
Question: 'Do you yourself ever use the Internet or World Wide Web for your work?'		

Table A.8. Numbers of hours spent using the internet for work

Hours spent per week	Per cent
1 Hour	27
2 hours	17
3 hours	8
4 hours	6
5 hours	10
6-7 hours	6
8-9 hours	*
10 hours	6
11-15 hours	5
16-20 hours	5
21+ hours	7
Base: Weighted (704) Unweighted (671)	
Source: British Social Attitudes Survey 2003, employee responses * Sample size too small to provide a reliable estimate	
#Question: 'How many hours a week on average do you spend using the Internet or World Wide Web for your work?'	

Annex B - Technical note

Employee sample

Analysis in this report refers to respondents who were employees at the time of the survey in 2003. The British Social Attitudes Survey defines respondents as 'employees' if they are in employment for at least 10 hours per week and are an employee in their main job and those that are in a job but temporarily away.

General

- It is only possible to make broad comparisons over time using the industry variable. The comparison was made by coding the two digit level SIC80 code to the one digit level SIC92 code. Equally, the two digit level SIC90 code was coded to the one digit level SIC92 code. In 1994, the standard industry classification (SIC) code changed to SIC90, previous to this date SIC 80 was used. In 1995, the industry code classification changed to SIC92, and included the scale 'not classifiable', which has been added to the analysis. In 1993 it was not possible to compare the industry variable because of the change to the scales, and therefore is not presented in the charts.
- 'Other' and 'don't know' have been included in the analysis where it has been an option (although on most occasions they have not be presented in the tables as the counts were less than 30 unweighted). 'Not answered', and 'not answered/ don't know' have been removed from the analysis.
- Some questions were only asked of a quarter or half of the respondents (i.e. version B), therefore the base sizes would be smaller. Annex C of this report shows whether all respondents were asked the question. An explanation and outline can be found in any edition of NatCen's BSAS reports.

Tables

- Due to rounding, percentage figures may not add up to exactly 100 per cent but may total between 99 and 101.
- All figures have been rounded to zero decimal places.
- * indicates that the count is equal to or less than 30 unweighted.
- - indicates that the question was not asked.

Charts

- The British Social Attitudes Survey contains a number of variables that are not available in all years. These include public sector and qualifications. There was no BSAS series in 1988, 1992 or 1997.

- Some questions have only been asked in certain years. Charts only present findings from the years that the questions were asked.
- Although analysis has been conducted with 'don't know' included, the charts do not show these percentages. This was decided, as the values were usually less than 30 unweighted.
- Note that many of the proportions in the charts are based on row percentages, and an unweighted count of less than 30 will not be presented in the charts.

Annex C - Questions used in this report

ASK ALL WHO HAVE EVER WORKED ('in paid work' OR 'waiting to take up work' AT [REconAct] OR EVER HAD A PAID JOB AT [RLastJob])

Q720 [UnionSA] *

(May I just check) are you now a member of a trade union or staff association?

CODE FIRST TO APPLY

- 1 Yes, trade union
- 2 Yes, staff association
- 3 No

IF 'no' OR DON'T KNOW AT [UnionSA]

Q721 [TUSAEver]

Have you ever been a member of a trade union or staff association?

CODE FIRST TO APPLY

* [UnionSA] to [TUSAEver]

- 1 Yes, trade union
- 2 Yes, staff association
- 3 No

VERSION B: ASK ALL CURRENT EMPLOYEES ('employee' OR DON'T KNOW AT [EmployB])

Q727 [WpUnions]

At your place of work are there unions, staff associations, or groups of unions recognised by the management for negotiating pay and conditions of employment?

IF YES, PROBE FOR UNION OR STAFF ASSOCIATION

IF 'BOTH', CODE '1'

- 1 Yes : trade union(s)
- 2 Yes : staff association
- 3 No, none

IF 'yes, trade unions' OR 'yes, staff association' AT [WpUnions OR AT [WpUnion3]

Q731 [WPUnioW3]

On the whole, do you think (these unions do their/this staff association does its) job well or not?

- 1 Yes
- 2 No

Q732 [TUElig]

Are people doing your job eligible to join a union or staff association at your workplace?

IF ASKED: A union or staff association is any independent organisation that represents the interests of people at work.

IF YES, PROBE FOR UNION OR STAFF ASSOCIATION. CODE FIRST TO APPLY.

- 1 Yes : trade union(s)
- 2 Yes : staff association
- 3 No

VERSIONS B AND C: ASK ALL

Q733 [TUMstImp]

CARD G2

Listed on this card are a number of things that trade unions or staff associations can do. Which, if any, do you think should be the most important thing they should try to do?

- 1 Reduce pay differences in the workplace
- 2 Promote equality for women or for ethnic and other minority groups
- 3 Represent individual employees in dealing with their employer about problems at work
- 4 Protect existing employees' jobs
- 5 Improve working conditions across the workplace
- 6 Improve pay for all employees

- 7 Have an input into the running the business
97 (None of these)

VERSIONS B AND C: ASK ALL CURRENT EMPLOYEES ('employee'
OR DON'T KNOW AT [EmployB]

Q734 [IndRel]

In general how would you describe relations between
management and other employees at your workplace ... READ OUT ...

- 1 ... very good,
2 quite good,
3 not very good,
4 or, not at all good?

VERSIONS B AND C: ASK ALL CURRENT EMPLOYEES ('employee'
OR DON'T KNOW AT [EmployB]

Q736 [SayJob]

Suppose there was going to be some decision made at your place
of work that changed the way you do your job. Do you think that you
personally would have any say in the decision about the change, or not?

IF 'DEPENDS': Code as 'Don't know' <CTRL+K+Enter>

- 1 Yes
2 No

IF 'yes' AT [SayJob]

Q737 [MuchSay]

How much say or chance to influence the decision do you think you
would have ... READ OUT ...

- 1 ...a great deal,
2 quite a lot,
3 or, just a little?

VERSIONS B AND C: ASK ALL CURRENT EMPLOYEES ('employee'
OR DON'T KNOW AT [EmployB]

Q738 [PrefHr2]

Thinking about the number of hours you work including regular
overtime, would you prefer a job where you worked ... READ OUT ...

- 1 ...more hours per week,
- 2 fewer hours per week,
- 3 or, are you happy with the number of hours you work at present?

IF 'fewer hours per week' AT [PrefHr2]

Q739 [EarnHr2]

Would you still prefer to work fewer hours, if it meant earning less money as a result?

- 1 Yes
- 2 No
- 3 It depends

VERSIONS B AND C: ASK ALL CURRENT EMPLOYEES ('employee' OR DON'T KNOW AT [EmployB])

Q740 [WkWorkHd]

CARD G3

Which of these statements best describes your feelings about your job?

- 1 I only work as hard as I have to
- 2 I work hard, but not so that it interferes with the rest of my life
- 3 I make a point of doing the best I can, even if it sometimes does interfere with the rest of my life

E-society

VERSIONS A AND C: IF IN WORK OR ON GOVERNMENT TRAINING SCHEME

Q299 [WWWWork]

And do you yourself ever use the Internet or World Wide Web for your work?

- 1 Yes
- 2 No

IF 'yes' AT [WWWWork]

Q300 [WWWHrWk2]

How many hours a week on average do you spend using the Internet or World Wide Web for your work?

INTERVIEWER: ROUND UP TO NEAREST HOUR

PLEASE ANSWER IF YOU ARE AN EMPLOYEE

Do you agree, or disagree, with the following statements about working at your present workplace?

<i>PLEASE TICK ONE BOX ON EACH LINE</i>	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	Can't choose
a. I feel there will be a job for me where I work now for as long as I want it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. People at my workplace usually feel well-informed about what is happening there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I am proud to tell people which organisation I work for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. At my workplace, management and employees are always at loggerheads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Managers at my workplace usually keep their promises to the employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I'm always on the look-out for a job that is better than mine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. I share many of the values of my organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I feel loyal to my organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking now about your current employer.

In the last 5 years, are you aware of your employer treating an employee unfairly because of their sex?

(✓)

- NO:** — None of the following.....
- YES:** *PLEASE TICK ALL THAT APPLY*
- Getting a job
 - Promotion
 - Getting training.....
 - Discipline or grievance procedures
 - Access to flexible working arrangements
 - Redundancies
 - Bullying or harassment.....
 - In any other way (*PLEASE WRITE IN*).....

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²⁵ This question also asked whether in the last five years, they were aware of their employer treating an employee unfairly because of their age, disability, race or ethnic origin, sexual orientation, religion or beliefs.

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