

**NATIONAL ORGANIZATIONS STUDY  
2002**

**IW COMPLETE DATE:** \_\_\_ / \_\_\_ / \_\_\_\_\_

**TIME OF IW:** \_\_\_ / \_\_\_ : PM / AM (Please circle)

**IWER NAME:** \_\_\_\_\_

**IWER ID:** \_\_\_\_\_

**R NAME:** \_\_\_\_\_

**R PHONE NO:** \_\_\_\_\_

**IWER: PLEASE VERIFY ESTABLISHMENT NAME AND ADDRESS**

<p>AFFIX CASE LABEL HERE:</p>	<p><b>IF NECESSARY UPDATE ESTABLISHMENT NAME AND ADDRESS HERE.</b></p> <p><b>R NAME: :</b></p> <p><b>EST NAME:</b></p> <p><b>ADDRESS:</b></p> <p><b>CITY:</b></p> <p><b>STATE:</b> _____ <b>ZIPCODE:</b></p>
<p>Final Disposition:</p>	

**SECTION A: BACKGROUND INFORMATION  
ON ESTABLISHMENT AND LARGER ORGANIZATION (IF ANY)**

The following questions are about (ESTABLISHMENT NAME) at (ADDRESS).

**1a. Is (ESTABLISHMENT NAME) at (ADDRESS) a for-profit or not-for-profit organization?**

- For-profit 1
- Not-for-profit 2 (SKIP TO Q2)
- REFUSED REF
- DON'T KNOWDK

**[IWER: RECORD RESPONSE ON CHEAT SHEET]**

**1b. What is the legal form of (ESTABLISHMENT NAME)? Is it a**

- Sole proprietorship 1
- Partnership or limited partnership 2
- Corporation with publicly held stock 3
- Corporation with privately held stock, or 4
- Something else (SPECIFY: \_\_\_\_\_) 5 REFUSED REF
- DON'T KNOWDK

**[IWER: RECORD RESPONSE ON CHEAT SHEET]**

**IF Q1B IS ANSWERED SKIP TO Q3**



**2. Is (ESTABLISHMENT NAME) public or private?**

- Public 1
- Private 2
- REFUSED REF
- DON'T KNOWDK

**3. In what year was (ESTABLISHMENT NAME) first established?**

**[IWER: THIS MEANS ESTABLISHED AT ANY LOCATION]**

ENTER YEAR: \_\_\_\_\_

- REFUSED REF
- DON'T KNOWDK

**[IWER: RECORD RESPONSE ON CHEAT SHEET]**

**4a. Is (ESTABLISHMENT NAME) in any way part of a larger organization or is it completely independent?**

Part of a larger organization	1
Completely independent	2 (SKIP TO Q5a)
REFUSED	REF
DON'T KNOW	DK

**[IWER: RECORD RESPONSE ON CHEAT SHEET]**

**4b. In what way is (ESTABLISHMENT NAME) part of a (LARGER ORGANIZATION)?** Is it a headquarters operation within a larger organization, a wholly-owned branch facility, a wholly-owned subsidiary, a locally-owned franchise, a school in a school system, a campus in a higher education system, a governmental unit, or something else?

A headquarters operation	1
A wholly owned branch facility	2
A wholly owned subsidiary	3
A locally owned franchise	4
A school in a school system	5
A campus in a higher education system	6
A governmental unit	7
Something else (SPECIFY: _____)	8
REFUSED	REF
DON'T KNOW	DK

**4c. What is the name of the larger organization?**

RECORD VERBATIM: \_\_\_\_\_

**[IWER: HEREAFTER THIS IS "LARGER ORGANIZATION"]**

**4d. In what year was (LARGER ORGANIZATION) first established?**

ENTER YEAR: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**4e. What is the total number of operating sites of (LARGER ORGANIZATION)?**

ENTER NUMBER OF SITES: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**4f. Are there any sites outside the United States?**



Yes      1  
No                      2  
REFUSED                      REF  
DON'T KNOW                      DK

**4g. Counting all locations, about how many full- and part-time employees did (LARGER ORGANIZATION) have as of March 1, 2002?**

ENTER NUMBER: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOW                      DK

**[IWER: IF (ESTABLISHMENT NAME) IS PART OF A LARGER ORGANIZATION (1 to Q4a), REMIND R AS FOLLOWS:**

**All of the rest of the questions in this interview refer to (ESTABLISHMENT NAME) at (ADDRESS), not to (LARGER ORGANIZATION)]**

**5a. In total, how many full time employees worked at (ESTABLISHMENT NAME) as of March 1, 2002? By full time we mean 35 or more hours per week.**

ENTER NUMBER OF FULL-TIME EMPLOYEES: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOW                      DK

**IF Q5a is 0, SKIP to Q6a**

**5b. About what percentage of the full-time employees were women?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOW                      DK

ACCEPT NUMBER OR PERCENTAGE.

**5c. And about what percentage of the full-time employees were . . . (READ LIST: ENTER PERCENTAGE FOR EACH)**

**1) White**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF

DON'T KNOW              DK

**2) Black**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF

DON'T KNOW              DK



**5d. Compared to one year ago, has the number of full-time employees working at (ESTABLISHMENT NAME) increased, decreased, or remained the same?**

Increased	1	
Decreased	2	
Remained the same	3	(SKIP TO Q6a)
REFUSED	REF	(SKIP TO Q6a)
DON'T KNOW	DK	(SKIP TO Q6a)

**5e. By about what percentage has the full-time workforce (increased/decreased)?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF

DON'T KNOW              DK

**6a. In total, how many part time employees worked at (ESTABLISHMENT NAME) as of March 1, 2002?**

NUMBER OF PART-TIME EMPLOYEES: \_\_\_\_\_

REFUSED                      REF

DON'T KNOW              DK

**IF Q6a is 0, SKIP TO Q6f**

**6b. About what percentage of the part-time employees were women?**

\_\_\_\_ PERCENT OR \_\_\_\_ NUMBER

REFUSED                              REF  
DON'T KNOW              DK

**6c. And about what percentage of the part-time employees were . . . (READ LIST: ENTER PERCENTAGE FOR EACH)**

1) **White**

\_\_\_\_ PERCENT OR \_\_\_\_ NUMBER

REFUSED                              REF  
DON'T KNOW              DK

2) **Black**

\_\_\_\_ PERCENT OR \_\_\_\_ NUMBER

REFUSED                              REF  
DON'T KNOW              DK

**6d. Compared to one year ago, has the number of part-time employees working at (ESTABLISHMENT NAME) increased, decreased, or remained the same?**

Increased	1	
Decreased	2	
Remained the same	3	(SKIP TO Q6f)
REFUSED	REF	(SKIP TO Q6f)
DON'T KNOW	DK	(SKIP TO Q6f)

**6e. By about what percentage has the part-time workforce (increased/decreased)?**

\_\_\_\_ PERCENT OR \_\_\_\_ NUMBER

REFUSED                              REF  
DON'T KNOWDK

**6f. The next questions are about your permanent workforce, including both full-time and part-time employees.**

**About what percent of your permanent workforce quit their jobs in the past year? Please don't include people who retired or who left for disability-related reasons.**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**6g. And about what percent of your permanent workforce left involuntarily—because they were fired or permanently laid off—in the past year?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**6h. About what percent of your permanent workforce was on temporary layoff at some point during the past year?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**6i. About what percent of (ESTABLISHMENT NAME)'s permanent employees are illiterate or have very low literacy?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**7a. Does (ESTABLISHMENT NAME) use any on-call workers, that is, workers who are on your payroll and who are called in to work only as needed? On-call workers can be scheduled for several days or weeks in a row, for example substitute teachers, or construction workers supplied by a hiring hall.**

Yes                                      1  
No                                        2        (SKIP TO Q8a)  
REFUSED                              REF     (SKIP TO Q8a)  
DON'T KNOWDK                      (SKIP TO Q8a)

**7b. About how many on-call employees are there at (ESTABLISHMENT NAME) on a normal business day?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF R CANNOT ANSWER FOR A “NORMAL BUSINESS DAY” BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**7c. Has the number of on-call employees used by (ESTABLISHMENT NAME) increased, decreased or remained the same since 1998?**

Increased                      1  
Decreased                      2  
Remained the same            3  
REFUSED                      REF  
DON'T KNOW                  DK

**8a. Are there any temporary or contract workers who work at (ESTABLISHMENT NAME) but are on the payroll of another firm?**

Yes                              1  
No                                2            (SKIP TO Q10a)  
REFUSED                      REF            (SKIP TO Q10a)  
DON'T KNOW                  DK            (SKIP TO Q10a)

**8b. Are any of these workers employed by a temporary help agency?**

Yes                              1  
No                                2            (SKIP TO Q9a)  
REFUSED                      REF            (SKIP TO Q9a)  
DON'T KNOW                  DK            (SKIP TO Q9a)

**[IWER: IF R REQUESTS DEFINITION OF “TEMPORARY HELP AGENCY”, SAY: A TEMPORARY HELP AGENCY SUPPLIES WORKERS TO OTHER COMPANIES PRIMARILY FOR SHORT-TERM ASSIGNMENTS. MANAGERS IN YOUR ESTABLISHMENT SUPERVISE THE ACTIVITIES OF TEMPORARY HELP AGENCY EMPLOYEES.]**



**8c. All in all, about how many of these temporary help agency employees work at (ESTABLISHMENT NAME) on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF R CANNOT ANSWER FOR A "NORMAL BUSINESS DAY" BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**8d. Has (ESTABLISHMENT NAME)'s use of temporary help agency employees increased, decreased, or remained about the same relative to the size of your regular workforce since 1998?**

Increased                      1  
Decreased                      2  
Remained the same          3  
REFUSED                      REF  
DON'T KNOW                DK

**[IWER: IF R SAYS ESTABLISHMENT WAS NOT OPERATING IN 1998, ASK ABOUT INCREASE OR DECREASE "SINCE FIRST ESTABLISHED".]**

**9a. Are any of these workers employees of a contract company?**

Yes                              1  
No                                2      (SKIP TO Q10a)  
REFUSED                      REF      (SKIP TO Q10a)  
DON'T KNOW                DK      (SKIP TO Q10a)

**[IWER: IF R ASKS FOR DEFINITION OF "CONTRACT COMPANY", SAY: A CONTRACT COMPANY PROVIDES EMPLOYEES OR THEIR SERVICES UNDER CONTRACT, FOR EXAMPLE, TO SECURITY, LANDSCAPING, OR COMPUTER PROGRAMMING. THE CONTRACT COMPANY SUPERVISES THE ACTIVITIES OF THESE EMPLOYEES.]**

**9b. All in all, about how many of these contract company employees work at (ESTABLISHMENT NAME) on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF R CANNOT ANSWER FOR A "NORMAL BUSINESS DAY" BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE**

**AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**9c. Has (ESTABLISHMENT NAME)'s use of contract company workers increased, decreased, or remained about the same relative to the size of your regular workforce since 1998?**

Increased	1
Decreased	2
Remained the same	3
REFUSED	REF
DON'T KNOW	DK

**10a. Are any of the workers at (ESTABLISHMENT NAME) independent contractors, independent consultants or freelancers?**

Yes	1	
No	2	(SKIP TO Q11)
REFUSED	REF	(SKIP TO Q11)
DON'T KNOWDK		(SKIP TO Q11)

**10b. All in all, about how many of these independent contractors are at (ESTABLISHMENT NAME) on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOWDK	

**[IWER: IF R CANNOT ANSWER FOR A "NORMAL BUSINESS DAY" BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**10c. Has (ESTABLISHMENT NAME)'s use of independent contractors increased, decreased, or remained about the same relative to the size of your regular workforce since 1998?**

Increased	1
Decreased	2
Remained the same	3
REFUSED	REF
DON'T KNOW	DK

**11. Does (ESTABLISHMENT NAME) use any short-term temporary workers who are hired directly by (ESTABLISHMENT NAME) instead of through a temporary help agency or a contract company?**

Yes	1	
No	2	(SKIP TO Q12A)
REFUSED	REF	(SKIP TO Q12A)
DON'T KNOWDK		(SKIP TO Q12A)

**[IWER: IF ASKED FOR DEFINITION, SAY: THESE ARE SHORT-TERM TEMPORARY WORKERS WHO ARE HIRED DIRECTLY FOR A LIMITED AND SPECIFIC PERIOD OF TIME (FOR EXAMPLE, DURING ESPECIALLY BUSY TIMES OR DURING THE SUMMER). THEY ARE ON YOUR PAYROLL BUT USUALLY DO NOT HAVE THE SAME EMPLOYMENT PROTECTION OR SECURITY AS YOUR REGULAR EMPLOYEES.]**

**11a. About how many directly-hired, short-term temporary employees work at (ESTABLISHMENT NAME) on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**[IWER: IF R CANNOT ANSWER FOR A "NORMAL BUSINESS DAY" BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**11b. Has (ESTABLISHMENT NAME)'s use of such directly-hired, short-term temporary employees increased, decreased, or remained the same relative to the size of your regular workforce since 1998?**

Increased	1	
Decreased	2	
Remained the same	3	
REFUSED	REF	
DON'T KNOW	DK	

**[IWER: IF R SAYS ESTABLISHMENT WAS NOT OPERATING IN 1998, ASK ABOUT INCREASE OR DECREASE "SINCE FIRST ESTABLISHED".]**

**12a. Do any of the employees on (ESTABLISHMENT NAME)'s payroll work primarily at home in a typical week?**

Yes	1	
No	2	(SKIP TO Q13a)
REFUSED	REF	(SKIP TO Q13a)
DON'T KNOWDK		(SKIP TO Q13a)

[IWER: “PRIMARYLY” AT HOME MEANS THAT HOME IS WHERE EMPLOYEE USUALLY WORKS, NOT THOSE WHO WORK AT HOME ONCE IN A WHILE.]

12b. About how many employees work primarily at home in a typical week?

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

12c. And about how many employees who work primarily at home are women?

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK



13a. In a typical week, do any of the employees on (ESTABLISHMENT NAME)'s payroll work primarily at an off-site location other than their home, or work on the road?

Yes                              1  
No                                2        (SKIP TO Q14)  
REFUSED                      REF     (SKIP TO Q14)  
DON'T KNOWDK              (SKIP TO Q14)

[IWER: THIS MEANS EMPLOYEES WHO USUALLY WORK AT AN OFF-SITE LOCATION, NOT THOSE WHO DO SO ONCE IN A WHILE]

**IF NO TO BOTH Q12a and Q13a, SKIP TO Q15**

13b. About how many employees work primarily at an off-site location in a typical week?

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOW                DK

13c. And about how many employees who work at an off-site location are women?

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**14. Of those employees who work at home or at another off-site location, about what percentage use computers?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**15. Has your organization made any explicit or implicit commitment to its employees to avoid layoffs, except in extreme circumstances?**

Yes                              1  
No                                2  
REFUSED                      REF  
DON'T KNOWDK

**16. Are any of your employees represented by a union or unions?**

Yes                              1  
No                                2      (SKIP TO Q18a)  
REFUSED                      REF    (SKIP TO Q18a)  
DON'T KNOWDK              (SKIP TO Q18a)

**17. About what percentage of your employees are union members?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**Next we would like to learn about the kind of work that takes place at (ESTABLISHMENT NAME).**

**18a. Does (ESTABLISHMENT NAME) produce a product, deliver a service or both?**

Produces a product              1  
Delivers a service                2  
Both                                3  
Neither                              4  
REFUSED                          REF  
DON'T KNOW                      DK

**18b. What is the main product produced or service provided by (ESTABLISHMENT NAME)?**

RECORD RESPONSE VERBATIM: \_\_\_\_\_

**[IF “BOTH” TO 18a AND R WANTS TO GIVE MORE THAN ONE RESPONSE HERE, ASK FOR PRODUCT/SERVICE THAT ACCOUNTS FOR MOST REVENUE]**

**SECTION B: OCCUPATION-SPECIFIC QUESTIONS ABOUT THE “CORE” OCCUPATION**

**18c. What is the job title for the employees who are most directly involved with (product or service from Q18b)? IF MORE THAN ONE JOB TITLE GIVEN, ASK: Which of those has the most employees?**

RECORD RESPONSE VERBATIM: \_\_\_\_\_

**[IWER: RESPONSE TO 18c IS THE “CORE JOB” REFERENCED LATER IN QUEX. FILL IN THIS JOB TITLE WHEN YOU SEE “(CORE).”]**

**19a. In total, how many full- and part-time (COREs) worked for (ESTABLISHMENT NAME) as of March 1, 2002?**

TOTAL NUMBER OF FULL- AND PART-TIME (COREs): \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**19b. About what percentage of (COREs) are women?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**19c. And about what percentage of (COREs) are white?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**19d. About what percentage of (COREs) are black?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

**20a. Do you have any temporary or contract (COREs) who work at (ESTABLISHMENT NAME) but are on the payroll of another firm?**

Yes                              1  
No                                2        (SKIP TO Q 20f)  
REFUSED                      REF     (SKIP TO Q20f)  
DON'T KNOWDK              (SKIP TO Q20f)

**20b. Are any of these temporary (COREs) employees of a temporary help agency?**

Yes                              1  
No                                2  
REFUSED                      REF  
DON'T KNOWDK

**20c. Are any of these temporary (COREs) independent contractors or employees of a contract company?**

Yes                              1  
No                                2  
REFUSED                      REF  
DON'T KNOWDK

**20d. All in all, how many of these temporary (COREs) are here on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF R CANNOT ANSWER FOR A “NORMAL BUSINESS DAY” BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**20e. Has your establishment's use of temporary or contract (COREs) increased, decreased, or remained about the same relative to the size of your regular workforce since 2000?**

Increased                      1  
Decreased                      2  
Remained the same            3  
REFUSED                      REF

DON'T KNOW                      DK

**20f. Do you have any (CORE) temporary workers who are hired directly by (ESTABLISHMENT NAME) instead of through a temporary help agency or a contract company?**

Yes                                      1  
No                                        2            (SKIP TO Q21a)  
REFUSED                                REF        (SKIP TO Q21a)  
DON'T KNOWDK                        (SKIP TO Q21a)

**[IWER: IF ASKED FOR DEFINITION, SAY: THESE ARE SHORT-TERM TEMPORARY WORKERS WHO ARE HIRED DIRECTLY FOR A LIMITED AND SPECIFIC PERIOD OF TIME (FOR EXAMPLE, DURING ESPECIALLY BUSY TIMES OR DURING THE SUMMER). THEY ARE ON YOUR PAYROLL BUT USUALLY DO NOT HAVE THE SAME EMPLOYMENT PROTECTION OR SECURITY AS YOUR REGULAR EMPLOYEES.]**

**20g. About how many of these directly-hired temporary (CORE) workers work here on a normal business day?**

ENTER NUMBER: \_\_\_\_\_

REFUSED                                REF  
DON'T KNOWDK

**[IWER: IF R CANNOT ANSWER FOR A "NORMAL BUSINESS DAY" BECAUSE NUMBERS FLUCTUATE OR BECAUSE WORK IS SEASONAL, ASK FOR THE AVERAGE BETWEEN HIGHEST AND LOWEST DAYS]**

**20h. Has (ESTABLISHMENT NAME)'s use of directly-hired (CORE) temporary workers increased, decreased, or remained about the same relative to the size of your regular workforce since 2000?**

Increased                                1  
Decreased                                2  
Remained the same                      3  
REFUSED                                REF  
DON'T KNOW                              DK

**21a. Do any (COREs) work primarily at home?**

Yes                                        1  
No                                         2            (SKIP TO Q22)  
REFUSED                                REF        (SKIP TO Q22)  
DON'T KNOWDK                        (SKIP TO Q22)

**[IWER: "PRIMARILY" AT HOME MEANS THAT HOME IS WHERE EMPLOYEE USUALLY WORKS, NOT THOSE WHO WORK AT HOME ONCE IN A WHILE.]**





**26. To what extent was the formal training of (COREs) used to teach or provide (READ LIST)... not at all, to some extent, or to a great extent?**

	Not at all	To some extent	To a great extent
a. Teamwork skills	1	2	3
b. Skills and techniques to ensure a safe workplace	1	2	3

**27. Are any (COREs) covered by a union contract?**

Yes 1  
 No 2  
 REFUSED REF  
 DON'T KNOWDK

**28. Do you sometimes fill (CORE) vacancies with people already employed at (ESTABLISHMENT NAME)?**

Yes 1  
 No 2 (SKIP TO Q30)  
 REFUSED REF (SKIP TO Q30)  
 DON'T KNOWDK (SKIP TO Q30)

**29. Do you inform current employees of (CORE) vacancies by posting or circulating a vacancy notice?**

Yes 1  
 No 2  
 REFUSED REF  
 DON'T KNOWDK

**30. Are there different levels of (COREs)?**

Yes 1  
 No 2 (SKIP TO Q32)  
 REFUSED REF (SKIP TO Q32)  
 DON'T KNOWDK (SKIP TO Q32)

**31. Are the procedures for promoting (COREs) to a higher level formal or informal?**

Formal	1
Informal	2
REFUSED	REF
DON'T KNOWDK	

**32. Is it possible for a (CORE) to be promoted to a job above (CORE)?**

Yes	1
No	2 (SKIP TO Q34)
REFUSED	REF (SKIP TO Q34)
DON'T KNOWDK	(SKIP TO Q34)

**33. Are the procedures for this kind of promotion formal or informal?**

Formal	1
Informal	2
REFUSED	REF
DON'T KNOWDK	

**34. When (COREs) do their job, are they involved in work teams?**

Yes	1
No	2 (SKIP TO Q38)
REFUSED	REF (SKIP TO Q38)
DON'T KNOWDK	(SKIP TO Q38)

**35. Do these teams make decisions about task assignments or work methods?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**36. Do these teams meet at least once a month to solve work-related problems?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**37. Do these teams choose their own leaders?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**38. Are (COREs) cross-trained, that is, trained in skills for more than one job?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**39. Are (COREs) involved in job rotation?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**40. How often do (COREs) transfer to another job family, that is, a group of jobs with different skills and duties . . . never, rarely, often, or very often?**

Never	1
Rarely	2
Often	3
Very Often	4
REFUSED	REF
DON'T KNOW	DK

**41. How much choice do your (COREs) have concerning the best way to accomplish their assignments . . . no choice, a small amount, a moderate amount, a large amount, or complete choice?**

No choice	1
Small amount	2
Moderate amount	3
Large amount	4
Complete choice	5
REFUSED	REF
DON'T KNOW	DK

**42. Which best describes how closely (COREs) are supervised as they do their work . . . no supervision, a small amount, a moderate amount, a large amount, or complete supervision?**

No supervision	1
Small amount	2
Moderate amount	3
Large amount	4
Complete supervision	5
REFUSED	REF
DON'T KNOW	DK

**43. Are any (COREs) paid using group incentives, such as gain sharing?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**44. Do any (COREs) receive pay for learning new skills?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**45. Do any (COREs) participate in a profit-sharing or bonus program?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**46. Who actually makes the final decision at (ESTABLISHMENT NAME) about worker schedules and overtime? Is it the head of the organization, a middle manager, a supervisor, someone below supervisor, or the employee?**

Head of organization	1
Middle manager	2
Supervisor	3
Someone below	4
The employee	5
REFUSED	REF
DON'T KNOW	DK

**47. Are (CORE) employees allowed to change their starting and quitting times on a daily basis?**

Yes 1  
No 2  
REFUSED REF  
DON'T KNOWDK

**48. What is the average length of workday for (CORE) employees?**

\_\_\_\_\_ HOURS

REFUSED REF  
DON'T KNOWDK

**49. On average, how many days per week do (CORE) employees come to work?**

\_\_\_\_\_ DAYS

REFUSED REF  
DON'T KNOWDK

**50. What number of hours per week do most (CORE) employees usually work?**

\_\_\_\_\_ HOURS

REFUSED REF  
DON'T KNOWDK

**51. In some settings, working over 40 hours a week is officially or unofficially required “to get the job done.” What percent of your (CORE) employees are officially or unofficially required to work over 40 hours per week?**

\_\_\_\_\_ PERCENT

REFUSED REF  
DON'T KNOWDK

**52. Do any of your (CORE) employees work a compressed week—such as four 10-hour days per week with three days off?**

Yes 1  
No 2  
REFUSED REF  
DON'T KNOWDK

**53. Please tell me if it is common for your hourly (CORE) employees to work each of the following types of work schedules. Please answer YES or NO to each. . . (READ LIST)**

	Yes	No	REFUSED	DON'T KNOW
a. Regular daytime schedule, anytime between 6 a.m. to 6 p.m.	1	2	REF	DK
b. Regular evening shift, anytime between 2 p.m. to midnight	1	2	REF	DK
c. Regular night shift, anytime around 9 p.m. to 8 a.m.	1	2	REF	DK
d. Rotating shifts	1	2	REF	DK
e. Split shift consisting of two distinct periods each day	1	2	REF	DK

IF R REPLIED "YES" TO Q53d (Rotating Shifts) ASK Q54a AND Q54b. ELSE SKIP TO Q55.

**54a. When your (CORE) employees rotate between shifts, is the rotation pattern usually forward (day to evening to night) or backward (evening to day to night) . . .**

Forward (day to evening to night shift)	1
Backward (evening to day to night shift)	2
DEPENDS	3
REFUSED	REF
DON'T KNOW	DK



**54b. How often do your (CORE) employees usually rotate between shifts? Is it more often than once per week, about once per week, or less often?**

More than once per week	1
About once per week	2
Less often	3
DEPENDS	4
REFUSED	REF
DON'T KNOW	DK

**55. Does (ESTABLISHMENT NAME) offer training or counseling to help employees cope with shift work?**

Yes	1
No	2
NO SHIFT WORK	3
REFUSED	REF
DON'T KNOW	DK

**SECTION C: "GLOBAL" QUESTIONS ABOUT COMPENSATION AND HR PRACTICES**

**56. Next, I have some questions about employee training. Does (ESTABLISHMENT NAME) currently have any staff whose primary responsibility is to train other employees?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**57. Is there sexual harassment training for managers at (ESTABLISHMENT NAME)?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**58. Is there a diversity training program for managers at (ESTABLISHMENT NAME)?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**59. Has (ESTABLISHMENT NAME) ever offered any of the following kinds of training specifically on workplace violence?**

	Yes	No	REFUSED	DON'T KNOW
a. Seminars or workshops on general workplace violence risk factors and specific prevention strategies		1	2 REF	DK
b. Hands on or classroom training in conflict resolution or de-escalation techniques	1	2	REF	DK
c. Hands on training in restraint of disruptive persons or management of disruptive behavior	1	2	REF	DK
d. Ways to identify and respond to terrorism	1	2	REF	DK

**60. For each of the following human resource management strategies, please tell me how strongly you agree or disagree . . . (READ LIST)**

**a. Your organization offers employees training and skills that will help them wherever they may work. Do you strongly agree, agree, disagree, or strongly disagree?**

Strongly agree	1
Agree	2



Disagree	3
Strongly disagree	4
REFUSED	REF
DON'T KNOW	DK

**b. Your organization strives to improve the personal and family well-being of employees. Do you strongly agree, agree, disagree, or strongly disagree?**

Strongly agree	1
Agree	2
Disagree	3
Strongly disagree	4
REFUSED	REF
DON'T KNOW	DK

**61. Does (ESTABLISHMENT NAME) have an established committee that meets regularly about worker safety?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**62. Self-managed teams are ongoing work teams that have some degree of responsibility and discretion over such decisions as methods of work, task schedules, assignment of members to different tasks, and feedback about group performance. What percent of your nonmanagerial and nonsupervisory employees are currently involved in self-managed teams?**

\_\_\_\_\_ PERCENT

REFUSED	REF
DON'T KNOW	DK

**63. Quality circles and employee involvement committees are temporary or ongoing groups that occasionally meet to solve key production or service problems. What percent of your nonmanagerial and nonsupervisory employees are currently involved in quality circles or employee involvement groups or committees?**

\_\_\_\_\_ PERCENT

REFUSED	REF
DON'T KNOW	DK

**64a. Approximately what percent of your employees are eligible for any type of performance based pay, bonuses, or profit-sharing based on company profits or overall organizational performance?**

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

**64b. And approximately what percent of your employees are eligible for any type of performance-based pay, bonuses, or profit-sharing based on workgroup or department performance?**



\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

**64c. Approximately what percent of your employees are eligible for performance-based pay, bonuses, or profit-sharing based on individual performance? Please include employees who may receive tips.**

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

**IF R ANSWERED 0 TO Q64a, Q64b, AND Q64c, SKIP TO Q66**

**65. Approximately what percentage of your employees received any of these performance-based payments during the year 2001?**

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK



**65a. About what percent of annual pay does the typical employee get in variable performance-based pay? Please combine all individual and group bonuses, profit shares, company stock contributions, broad-based stock options, and other forms.**

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

**IF ESTABLISHMENT IS A PARTNERSHIP OR CORPORATION (2 THROUGH 4 TO Q1b ASK Q66. ELSE SKIP TO Q 67c.**

66. Approximately what percent of your employees have any ownership in your company or own any shares of stock in it, through ESOPs, 401k plans, profit-sharing plans, other retirement plans, or an Employee Stock Purchase Plan?

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

67a. A stock option gives an employee the right to buy a share of stock at a fixed price in the future, which can then be resold at the market price. What percent of your employees actually received stock options in the last year?

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF ASKED TO CLARIFY, SAY: A STOCK OPTION IS NOT AN ESOP (EMPLOYEE STOCK OWNERSHIP PLAN) THAT GIVES EMPLOYEES ACTUAL SHARES OF STOCK OR AN EMPLOYEE STOCK PURCHASE PLAN THAT ALLOWS EMPLOYEES TO PURCHASE STOCK WITH THEIR SAVINGS.]**

IF ESTABLISHMENT IS A PARTNERSHIP (2 to Q1b) OR HAS PRIVATELY OR PUBLICLY HELD STOCK (3 OR 4 TO Q1b) ASK Q67c. ELSE SKIP TO Q 68.

67c. To what extent do you publicly identify yourself as a company that has employee ownership for most employees as a central part of your company culture? Please give me a number between 0 and 10, where 0 is "not at all" and 10 is "to a very great extent".

\_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOWDK

68. What percentage of your employees receives a regular performance appraisal?

\_\_\_\_\_ PERCENT

REFUSED                      REF  
DON'T KNOW                  DK

69. Of the employees at (ESTABLISHMENT NAME) in 2002, about what percentage earn

a. Less than \$10 per hour? (less than \$20,000 per year?)



\_\_\_\_\_ PERCENT

REFUSED            REF  
DON'T KNOWDK

b. **Between \$10/hour and \$15/hour (between \$20,000 and \$30,000 per year?)**

\_\_\_\_\_ PERCENT

REFUSED            REF  
DON'T KNOWDK

c. **More than \$15 per hour? (more than \$30,000 per year?)**

\_\_\_\_\_ PERCENT

REFUSED            REF  
DON'T KNOWDK

#### **SECTION D. EMPLOYEE HEALTH AND BENEFITS**

**70. In answering the next set of questions I want you to think about workers who have a serious mental illness like clinical depression, whether or not there are any at (ESTABLISHMENT NAME). For each statement I read, please tell me if employees with a serious mental illness like clinical depression have these problems at work frequently, occasionally, rarely, or hardly ever.**

**a. First, coming to work on time. Do employees with a serious mental illness like clinical depression frequently, occasionally, rarely, or hardly ever have problems coming to work on time?**

Frequently	1
Occasionally	2
Rarely	3
Hardly ever	4
REFUSED	REF
DON'T KNOW	DK

**b. How about “calling in sick”? Do employees with a serious mental illness like clinical depression frequently, occasionally, rarely, or hardly ever have problems with “calling in sick”?**

Frequently	1
------------	---

Occasionally	2
Rarely	3
Hardly ever	4
REFUSED	REF
DON'T KNOW	DK

**c. What about avoiding conflicts with supervisors? Do employees with a serious mental illness like clinical depression frequently, occasionally, rarely, or hardly ever have problems avoiding conflicts with supervisors?**

Frequently	1
Occasionally	2
Rarely	3
Hardly ever	4
REFUSED	REF
DON'T KNOW	DK

**d. Next, how about “getting along” with coworkers? Do employees with a serious mental illness like clinical depression frequently, occasionally, rarely, or never have problems getting along with coworkers?**

Frequently	1
Occasionally	2
Rarely	3
Hardly ever	4
REFUSED	REF
DON'T KNOW	DK

**e. Finally, working without close supervision . . . do employees with a serious mental illness like clinical depression frequently, occasionally, rarely, or never have problems working without close supervision?**

Frequently	1
Occasionally	2
Rarely	3
Hardly ever	4
REFUSED	REF
DON'T KNOW	DK

**71. Next, think about how much you can trust workers who have a serious mental illness like clinical depression in different situations. For each situation I read, please tell me if workers with a serious mental illness like clinical depression are extremely trustworthy, only somewhat trustworthy, not very trustworthy, or not at all trustworthy.**

**a. First, serving customers or clients? Are workers who have a serious mental illness extremely trustworthy, only somewhat trustworthy, not very trustworthy, or not at all**

**trustworthy in serving customers or clients?**

Extremely trustworthy	1	
Somewhat trustworthy	2	
Not very trustworthy		3
Not at all trustworthy		4
REFUSED		REF
DON'T KNOW	DK	

**b. How about handling money? (REMIND IF NEEDED: Are workers who have a serious mental illness extremely trustworthy, only somewhat trustworthy, not very trustworthy, or not at all trustworthy in handling money?)**

Extremely trustworthy	1	
Somewhat trustworthy	2	
Not very trustworthy		3
Not at all trustworthy		4
REFUSED		REF
DON'T KNOW	DK	

**c. Supervising others? (REMIND IF NEEDED: Are workers who have a serious mental illness extremely trustworthy, only somewhat trustworthy, not very trustworthy, or not at all trustworthy in supervising others?)**

Extremely trustworthy	1	
Somewhat trustworthy	2	
Not very trustworthy		3
Not at all trustworthy		4
REFUSED		REF
DON'T KNOW	DK	

**d. Last, making independent decisions? (REMIND IF NEEDED: Are workers who have a serious mental illness extremely trustworthy, only somewhat trustworthy, not very trustworthy, or not at all trustworthy in making independent decisions?)**

Extremely trustworthy	1	
Somewhat trustworthy	2	
Not very trustworthy		3
Not at all trustworthy		4
REFUSED		REF
DON'T KNOW	DK	

**72. Has (ESTABLISHMENT NAME) ever had an employee who suffered from a serious mental illness like clinical depression, bipolar disorder, or schizophrenia?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

The next questions are about health benefits at (ESTABLISHMENT NAME)

**73. Does (ESTABLISHMENT NAME) offer medical or hospital insurance to any of its employees?**

Yes	1
No	2 (SKIP TO Q97)
REFUSED	REF (SKIP TO Q97)
DON'T KNOW	DK (SKIP TO Q97)

**[IWER: RECORD RESPONSE ON CHEAT SHEET]**

**74a. Must an employee work at (ESTABLISHMENT NAME) for a period of time before he or she is eligible to participate in your health benefits program, or are employees eligible when hired?**

Must wait for a period of time	1
Employees eligible when hired	2 (SKIP TO Q75a)
REFUSED	REF (SKIP TO Q75a)
DON'T KNOW	DK (SKIP TO Q75a)

**74b. How many months does the waiting period last?**

1 month or less	1
2 months	2
3 months	3
4 months	4
5 months or more	5
REFUSED	REF
DON'T KNOW	DK

**IWER: IF WAITING PERIOD DIFFERS FOR SALARIED AND HOURLY EMPLOYEES, ASK FOR THE PERIOD THAT APPLIES TO MOST EMPLOYEES.**

**75a. How many of your full-time employees are currently eligible for health insurance?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED	REF
DON'T KNOW	DK

**75b. And about how many of your full-time employees are currently participating in your health benefits program?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

REFUSED                      REF  
DON'T KNOW                DK

**IF NO PART-TIME WORKERS (0 TO Q6a) SKIP TO Q77**

**76a. Are any part time workers at (ESTABLISHMENT NAME) eligible for health benefits?**


Yes                              1  
No                                2    (SKIP TO Q77)  
REFUSED                      REF (SKIP TO Q77)  
DON'T KNOW                DK    (SKIP TO Q77)

**76b. How many hours per week must a part time worker be at (ESTABLISHMENT NAME) in order to be eligible for health benefits?**

\_\_\_\_\_ HOURS  
REFUSED                      REF  
DON'T KNOW                DK

**IWER: IF NUMBER VARIES ACROSS WORKERS, ASK FOR THE NUMBER OF HOURS THAT MOST PART-TIME WORKERS MUST WORK IN ORDER TO BE ELIGIBLE FOR HEALTH BENEFITS**

**77. Is mental health treatment included in (ESTABLISHMENT NAME)'s benefit package?**

 Yes                              1  
No                                2    (SKIP TO Q80)  
REFUSED                      REF    (SKIP TO Q80)  
DON'T KNOWDK              (SKIP TO Q80)

**78. Thinking about these mental health benefits, are these benefits (READ LIST)**

	Yes	No
a. Part of the general medical plan	1	2
b. Directly purchased from a managed behavioral health organization (i.e., "carved out")?	1	2
c. Carved out through the general medical plan?, or	1	2



d. Provided through an employee assistance program 1 2

**IWER: IF ASKED, “Employee assistance programs” are counseling programs to help employees with problems such as emotional problems, family and relationship problems, alcohol and drug abuse, or problems coping with the job.**

**79a. What is the annual limit on outpatient mental health visits per year?**

_____ NUMBER	
NO LIMIT ON VISITS	999
REFUSED	REF
DON’T KNOW	DK

**[IWER: IF MORE THAN ONE PLAN AND LIMITS DIFFER BETWEEN PLANS, ASK ABOUT PLAN THAT COVERS THE MOST EMPLOYEES]**

**79b. And what is the annual limit on inpatient mental health visits?**

_____ NUMBER	
NO LIMIT ON VISITS	999
REFUSED	REF
DON’T KNOW	DK



**80. How many different health insurance plans does (ESTABLISHMENT NAME) make available for its employees? Please include union-sponsored plans if you contribute to a union for health insurance. Do not include single-service plans for dental or vision care.**

NUMBER OF PLANS: \_\_\_\_\_

REFUSED	REF
DON’T KNOW	DK

**[IWER: IF ASKED, SAY THAT “HIGH OPTION” AND “LOW OPTION” VERSIONS COUNT AS DIFFERENT PLANS.]**

**The next questions ask about the premiums, deductibles, and co-payments in your health plan/plans.**

**IF ESTABLISHMENT NAME OFFERS MORE THAN ONE HEALTH PLAN, SKIP TO Q84a**

**81a. What is the total monthly premium for individual coverage in your health insurance plan?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**[IWER: THIS MEANS THE TOTAL COST OF HEALTH INSURANCE, WHETHER PAID BY THE ESTABLISHMENT OR BY THE EMPLOYEE.]**

**81b. And what is the total monthly premium for family coverage in your health insurance plan?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

REFUSED                      REF  
DON'T KNOWDK

**[IWER: IF ESTABLISHMENT OFFERS MORE THAN ONE TYPE OF FAMILY COVERAGE, SAY THAT WE WANT TO KNOW ABOUT THE PLAN THAT COVERS MARRIED ADULTS AND CHILDREN]**

**[IWER: THIS MEANS THE TOTAL COST OF HEALTH INSURANCE, WHETHER PAID BY THE ESTABLISHMENT OR BY THE EMPLOYEE.]**

**82a. How much does (ESTABLISHMENT NAME) contribute toward the monthly premium for medical or hospital benefits, for a full-time employee with individual coverage?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING                      999  
REFUSED                      REF  
DON'T KNOWDK

**82b. And how much does (ESTABLISHMENT NAME) contribute toward the monthly premium for a full-time employee with family coverage?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING                    999  
REFUSED                    REF  
DON'T KNOWDK

**83a. What is the annual per-person deductible?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

NOTHING                    999  
REFUSED                    REF  
DON'T KNOWDK

**[IWER: IF ASKED, THIS MEANS “IN-NETWORK” DEDUCTIBLE]**

**83b. How much do employees pay as an out-of-pocket copayment for each physician office visit?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING                    999  
REFUSED                    REF  
DON'T KNOW                    DK

**[IWER: IF ASKED, THIS MEANS IN-NETWORK, AFTER ANNUAL DEDUCTIBLES ARE MET]**

**84a. You said that (ESTABLISHMENT NAME) offers more than one health plan to its employees. For the following questions, please think about the plan that enrolls the largest number of your employees.**

**What is the total monthly premium for individual coverage in the health insurance plan that enrolls the largest number of your employees?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

REFUSED                    REF  
DON'T KNOW                    DK

**[IWER: THIS MEANS THE TOTAL COST OF HEALTH INSURANCE, WHETHER PAID BY THE ESTABLISHMENT OR BY THE EMPLOYEE.]**

**84b. And what is the total monthly premium for family coverage in this health insurance plan?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**[IWER: IF ESTABLISHMENT OFFERS MORE THAN ONE TYPE OF FAMILY COVERAGE, SAY THAT WE WANT TO KNOW ABOUT PLAN THAT COVERS MARRIED ADULTS AND CHILDREN]**

**[IWER: THIS MEANS THE TOTAL COST OF HEALTH INSURANCE, WHETHER PAID BY THE ESTABLISHMENT OR BY THE EMPLOYEE.]**

**85a. How much does (ESTABLISHMENT NAME) contribute toward the monthly premium of the plan that enrolls the largest number of your employees, for a full-time employee with individual coverage?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING	999
REFUSED	REF
DON'T KNOW	DK

**85b. And how much does (ESTABLISHMENT NAME) contribute toward the monthly premium of your largest plan, for a full-time employee with family coverage?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING	999
REFUSED	REF
DON'T KNOW	DK

**IWER: IF DIFFERENCES ACROSS EMPLOYEES, ASK FOR THE CONTRIBUTION MADE ON BEHALF OF THE MOST EMPLOYEES**

**86. What is the annual per-person deductible in that plan?**

AMOUNT IN DOLLARS: \$ \_\_\_\_\_

NOTHING	999
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF ASKED, THIS MEANS "IN-NETWORK" DEDUCTIBLE]**

**87. In your largest health plan, how much do employees pay as an out-of-pocket copayment for each physician visit?**

\_\_\_\_\_ PERCENT OR \_\_\_\_\_ NUMBER

NOTHING	999
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF ASKED, THIS MEANS IN-NETWORK, AFTER ANNUAL DEDUCTIBLES ARE MET]**

**88. By what percentage would you say your health insurance premium costs have increased in the past year – that is, since one year ago?**

PERCENT: \_\_\_\_\_

STAYED THE SAME	998
DECREASED	999
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF R IS SELF-INSURED AND DOESN'T HAVE PREMIUMS, ASK ABOUT "HEALTH CARE COSTS"]**

**89. For 2003, what is the expected increase in premiums for the health plans you currently offer?**

PERCENT: \_\_\_\_\_

NOT YET NOTIFIED	999
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF R IS SELF-INSURED AND DOESN'T HAVE PREMIUMS, ASK ABOUT "EXPECTED INCREASE IN HEALTH CARE COSTS"]**

**90. Different employers have different strategies to cope with the rising costs of health insurance. In the past year, has (ESTABLISHMENT NAME) . . . (READ LIST)**

	Yes	No	REF	DK
a. Increased employee copayments or coinsurance rates?	1	2	REF	DK
b. Increased deductibles?	1	2	REF	DK
c. Eliminated benefits offered or put new limits on benefits, such as hospital days, physician visits, or prescriptions?	1	2	REF	DK
d. Increased employee shares of health insurance premiums?	1	2	REF	DK

**91. Also in the past year, did you attempt to offset some of the cost of premium increases with lower wage increases than you might otherwise have given?**

Yes	1	
No	2	
REFUSED	REF	
DON'T KNOW		DK

**92. Does (ESTABLISHMENT NAME) offer medical or hospital benefits to its retirees, beyond an 18-month transition period? Please don't include benefits provided under COBRA.**

Yes	1	
No	2	
REFUSED	REF	
DON'T KNOW		DK

**[IWER: IF ONLY RETIREE COVERAGE IS WHAT "COBRA" REQUIRES, R SHOULD ANSWER "NO"]**



**93a. At what age are dependent children of your employees who are not full-time students no longer eligible for health insurance as dependents under their parents' coverage at (ESTABLISHMENT NAME)?**

AGE: \_\_\_\_\_

COVERAGE NOT OFFERED TO CHILDREN/FAMILIES	998	
REFUSED		REF
DON'T KNOW		DK

IF Q93a is 22 OR LESS, DON'T KNOW, REFUSED TO Q93a, ASK Q93b. ELSE SKIP TO Q94

**93b. How much of an impact on premium costs do you think there would be if you had to increase this age to 23 for dependent children of your employees, irrespective of school status?**

Very large impact	1	
Somewhat large impact	2	
Small impact	3	
Negligible impact	4	
REFUSED		REF
DON'T KNOW		DK

**94. Some employers have implemented new health benefit designs. Do any of your health benefit plans currently include medical or personal savings accounts that have a fixed dollar contribution by the employer that employees can use to pay for specific medical or dental services?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**95. In the next year, how likely would you say it is that (ESTABLISHMENT NAME) will increase the share of premiums that employees pay for health insurance? Is it very likely, somewhat likely, somewhat unlikely, or very unlikely?**

Very likely	1
Somewhat likely	2
Somewhat unlikely	3
Very unlikely	4
REFUSED	REF
DON'T KNOW	DK

**96. In the next year, how likely would you say it is that (ESTABLISHMENT NAME) will increase employee co-payments or coinsurance rates . . . Is it very likely, somewhat likely, somewhat unlikely, or very unlikely?**



Very likely	1
Somewhat likely	2
Somewhat unlikely	3
Very unlikely	4
REFUSED	REF
DON'T KNOW	DK

**IF Q96 IS ANSWERED SKIP TO Q99**

**97. You said you do not currently offer health insurance benefits to employees. Have you offered such benefits to any employees at any time within the past two years?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**98. Do the owner or top managers of (ESTABLISHMENT NAME) have personal health insurance benefits paid for by (ESTABLISHMENT NAME)?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

IF Q73 IS 2 SKIP TO Q103

**99. Compared to other employers in your community, would you say your health benefits are much more extensive, somewhat more extensive, about average, somewhat less extensive, or much less extensive compared to other employers in your community?**

Much more extensive than average	1
Somewhat more extensive than average	2
About average for the community	3
Somewhat less extensive than average	4
Much less extensive than average	5
REFUSED	REF
DON'T KNOW	DK

**100. How important are your health insurance benefits when you are trying to recruit people for top management positions? Are they one of the most important factors, very important, somewhat important, not too important, or not at all important when recruiting people for top management positions?**

One of the most important	1
Very important	2
Somewhat important	3
Not too important	4
Not at all important	5
REFUSED	REF
DON'T KNOW	DK



**101. What about recruiting for people not in top management positions? Are health benefits one of the most important factors, very important, somewhat important, not too important, or not at all important when recruiting people not in top management positions?**

One of the most important      1  
 Very important                      2  
 Somewhat important              3  
 Not too important                  4  
 Not at all important                5  
 REFUSED                              REF  
 DON'T KNOW                        DK



**102. Do your health benefits contribute a great deal, quite a bit, a little, or very little to ... .**

	A great deal	Quite a bit	A little	Very little
a. Improving employee morale and satisfaction	1	2	3	4
b. Improving employee health	1	2	3	4
c. Increasing employee performance or productivity	1	2	3	4

**103. We are interested in your organization's views regarding possible public policies designed to increase insurance coverage of working Americans.**

**a. To the best of your knowledge, are government-administered health insurance programs like Medicaid and the State Children's Health Insurance Program available to working parents and their children if their incomes are low enough?**

Yes                                      1  
 No                                        2  
 REFUSED                              REF  
 DON'T KNOW                        DK

**b. If some of your workers or their children were eligible for such programs would you be willing to provide them with information about how to apply for this health insurance?**

Yes                                      1  
 No                                        2  
 REFUSED                              REF  
 DON'T KNOWDK

**c. If some of your workers and/or their children were eligible to participate in such programs and the programs required them to make a monthly premium contribution, how willing would you be to assist their enrollment by making a payroll deduction to be paid to the state for the amount of the premium? Would you be very willing, somewhat willing, somewhat unwilling, or very unwilling?**

Very willing	1
Somewhat willing	2
Somewhat unwilling	3
Very unwilling	4
REFUSED	REF
DON'T KNOW	DK

**104. Many employers do not offer health insurance to their employees. How important do you think it is that all employers share in the cost of health insurance for employees, either by covering their own workers or contributing to a fund to cover the uninsured? Is it very important, somewhat important, not very important, or not at all important?**

Very important	1
Somewhat important	2
Not very important	3
Not at all important	4
REFUSED	REF
DON'T KNOW	DK

**105. How interested would you be in your employees and their dependents getting coverage through the same insurance program that covers your state employees or members of the United States Congress, with your organization paying at least part of their monthly premium costs? Would you be very interested, somewhat interested, somewhat disinterested, or very disinterested?**

Very interested	1	Somewhat interested	2	Somewhat disinterested
3				
Very disinterested	4			
REFUSED	REF			
DON'T KNOW	DK			

**106. Some leaders in Congress are considering a new tax credit to help low-income workers pay for their health insurance. Employees might use the credit to either buy insurance in the individual insurance market or to cover their current health insurance premiums. I'm going to read two ways in which you could help employees to use their tax credit. For each one, please tell me if you would be very willing, somewhat willing, somewhat unwilling, or very unwilling to help your employees use such a tax credit if it became available to workers.**

	Very willing	Somewhat willing	Somewhat unwilling	Very unwilling	DON'T KNOW
a. Reducing an eligible employee's	1	2	3	4	DK

withholding tax by the amount of the credit, if the program allowed employers to do so?					
b. Collecting the credit and applying it to the employee's share of his/her health insurance premium, if the program allowed employers to do so?	1	2	3	4	DK

**IF Q73 IS 2 SKIP TO Q 108.**

**107. If public, government-administered, health insurance or a new tax credit became available for low-income employees, how likely is it that your organization would reduce or stop offering health benefits? Is it very likely, somewhat likely, somewhat unlikely, or very unlikely that you would reduce or stop offering health benefits?**

- Very likely 1
- Somewhat likely 2
- Somewhat unlikely 3
- Very unlikely 4
- REFUSED REF
- DON'T KNOW DK

**108. Some employers do not offer health insurance to any of their employees. If you had to choose, which of the following public policies would you favor to cover uninsured workers?**



- Expand public insurance through additional taxes to cover uninsured workers 1
- Require employers to either offer health insurance to their employees or contribute to a pool to subsidize health insurance coverage for uninsured workers. 2
- REFUSED REF
- DON'T KNOW DK

**IF Q73 IS 2 SKIP TO Q 111.**

**109. The next two questions concern your organization's experience with COBRA and your opinions about new policies designed to increase participation in COBRA.**

**[IWER: IF ASKED, SAY THAT COBRA IS CONTINUATION COVERAGE FOR EX-EMPLOYEES MANDATED BY FEDERAL LEGISLATION IN 1985.]**



About what percentage of your former employees would you estimate elect to participate in COBRA?

\_\_\_\_\_ PERCENT

REFUSED

REF

DON'T KNOW

DK

**110. Would your organization favor legislation that would provide federal premium assistance to pay 60-75% of the health insurance premium for former workers who elect to participate in COBRA if your organization had to help administer the plan?**

Yes 1

No 2

REFUSED REF

DON'T KNOWDK

#### SECTION E: HEALTH SERVICES PROVIDED TO EMPLOYEES

**111. The following questions are about health services (ESTABLISHMENT NAME) provides for employees other than services included in their normal health insurance plan.**

**What kind of workers' compensation insurance does (ESTABLISHMENT NAME) have? Are you self-insured, insured by a commercial insurance company, insured by the state through a state fund, or do you not have workers' compensation insurance?**

Self-insured 1

Insured by a commercial insurance company 2

Insured by the state through a state fund 3

No workers' compensation insurance 4

REFUSED REF

DON'T KNOW DK

**112. Is there a health clinic or health professional on site at (ESTABLISHMENT NAME) that employees go to if they are injured or become ill at work?**

Yes 1

No 2 (SKIP TO 114)

REFUSED REF

DON'T KNOWDK

**[IWER: IF ANSWER IS SOMETIMES, THEN ENTER YES]**

**113. Please tell me which of the following health care providers are available on-site at (ESTABLISHMENT NAME).**

**a. Is there a physician?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**b. Is there a nurse practitioner or physician's assistant?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**c. Is there a nurse?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**114. Is there a health clinic or health professional off site that employees go to if they are injured or become ill at work?**

Yes	1
No	2
REFUSED	REF
DON'T KNOWDK	

**115. When an injured or ill employee has to go to an off-site clinic or provider, who decides where they go? Is it someone from your organization, a claims manager from an insurance company, or the employee him- or herself?**

Someone from your organization	1
An insurance claims manager	2
The employee him- or herself	3
REFUSED	REF
DON'T KNOWDK	

**116. When injured or ill employees have to go off-site to get care, do they usually go to an emergency room at a local hospital, or somewhere else?**

Local ER	1
Somewhere else	2
REFUSED	REF
DON'T KNOW	DK

**117. The next questions are about managing diseases, illnesses, or conditions that affect some employees at work.**

**Does (ESTABLISHMENT NAME) provide programs to prevent or reduce employee stress?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**118. Does (ESTABLISHMENT NAME) conduct or contract for periodic physical exams for employees?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**119. Does (ESTABLISHMENT NAME) provide or contract for vocational rehabilitation services?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**120. Does (ESTABLISHMENT NAME) provide or contract for mental health services, such as employee counseling, other than through normal health insurance – for example, in an employee assistance program (EAP)?**

Yes	1	
No	2	(SKIP TO Q122)
REFUSED	REF	(SKIP TO Q122)
DON'T KNOW	DK	(SKIP TO Q122)

**[IWER: IF ASKED, “Employee assistance programs” are counseling programs to help employees with problems such as emotional problems, family and relationship problems, alcohol and drug abuse, or problems coping with the job.]**

**121. Where are these mental health services provided? Are they provided at a clinic at (ESTABLISHMENT NAME), at an on-site employee assistant program (EAP) office, at another company location, in a private clinic or facility off-site, or off-site at a private EAP?**

On-site at a clinic	1	
At an on-site Employee Assistance Program (EAP)	2	
At another company location	3	Off-site in a private clinic or facility
4		
Off-site in a private EAP	5	REFUSED
REF		
DON'T KNOW	DK	

**122. Does (ESTABLISHMENT NAME) provide or contract for substance abuse services other than the services available through the employee's normal health insurance?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**SECTION F: OTHER BENEFITS AND ORGANIZATIONAL STRUCTURE**

**123. Now I would like to ask you about other employee benefits. Does (ESTABLISHMENT NAME) offer . . .**

	Yes	No	REF	DK
a. Life insurance	1	2	REF	DK
b. Assistance in caring for elderly family members	1	2	REF	DK
c. Flexible hours or flextime scheduling	1	2	REF	DK
d. Long-term disability insurance	1	2	REF	DK

**124a. Does (ESTABLISHMENT NAME) offer a pension or retirement program for its employees?**

Yes	1	
No	2	(SKIP TO Q125)
REFUSED	REF	(SKIP TO Q125)
DON'T KNOW	DK	(SKIP TO Q125)

**124b. Is the pension or retirement program a defined benefit or defined contribution program?**

Defined benefit	1
Defined contribution	2
BOTH	3
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF ASKED, "DEFINED BENEFIT" MEANS THAT EMPLOYER GUARANTEES RETIRED EMPLOYEES A DEFINITE PENSION OR RETIREMENT INCOME. "DEFINED CONTRIBUTION" MEANS THAT EMPLOYERS CONTRIBUTE A CERTAIN AMOUNT NOW TO ACCOUNTS THAT ARE INVESTED BY EMPLOYEES OR ON THEIR BEHALF.]**

**124c. How many years must an employee wait before they are vested in the pension or retirement plan?**

NUMBER OF YEARS:	_____
NO VESTING PERIOD	999
REFUSED	REF
DON'T KNOW	DK

**124d. Have contributions to the retirement plan by (ESTABLISHMENT NAME) increased, decreased, or stayed the same during the past two years?**

Increased	1
Decreased	2
Stayed the same	3
REFUSED	REF
DON'T KNOW	DK

**125. Employees take time off from work in various ways. Does (ESTABLISHMENT NAME) offer . . . (READ LIST)**

	Yes	No	REF	DK
a. Sick leave with full pay?	1	2	REF	DK
b. Paid vacation time?	1	2	REF	DK
c. Paid personal days that employees can take for any reason?	1	2	REF	DK



**[IWER: IF THIS VARIES ACROSS EMPLOYEES, SAY THAT WE WANT TO KNOW ABOUT THE POLICIES THAT AFFECT THE MOST EMPLOYEES]**

**126. Does (ESTABLISHMENT NAME) currently**

**a. Provide a day care program for employees' children, either on-site or elsewhere?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**b. Help employees cover any costs of day care for their children?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**[IWER: THIS INCLUDES "FLEXIBLE SPENDING" ACCOUNTS]**

**c. Provide paid parental leaves to employees who have just had children?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**d. Allow employees to take unpaid parental leaves?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**Now I'd like to ask you some questions about how work is organized at (ESTABLISHMENT NAME).**

**127. Overall, about how many separate departments report directly to the person in charge at (ESTABLISHMENT NAME)?**

NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**128. Is there a separate department or section for personnel or labor relations?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**129. Is there a separate department or section responsible for Equal Employment Opportunity or Affirmative Action matters?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**130. About how many vertical levels are there between the highest and lowest positions at (ESTABLISHMENT NAME), including both the highest and lowest levels?**

ENTER NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**131. Do each of the following documents exist at (ESTABLISHMENT NAME)? (READ LIST)**

	Yes	No	REF	DK
a. Written job descriptions for most jobs?	1	2	REF	DK
b. A written record of nearly everyone's job performance?	1	2	REF	DK
c. Employment contracts	1	2	REF	DK
d. Documents describing safety and hygiene practices	1	2	REF	DK
d. Documents describing policy about workplace violence?		1	2	REF DK
f. Documents addressing rules and policy about weapons on the premises	1	2	REF	DK

**132. Are there formal procedures for resolving disputes between employees and their supervisors or coworkers?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**133. Many organizations experience complaints, either founded or unfounded, about various kinds of harassment or discrimination. I'll begin with a couple of questions concerning sexual harassment complaints.**

**Is there a formal procedure by which employees may make complaints about sexual harassment by co-workers or supervisors?**

Yes	1	
NO	2	(SKIP TO Q135)

REFUSED	REF
DON'T KNOW	DK

**134. In the past 12 months, have there been any formal complaints about sexual harassment?**

Yes	1
NO	2
REFUSED	REF
DON'T KNOW	DK

**135. In the past 12 months, have there been any formal complaints about racial, ethnic, or religious discrimination?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**136. Again in the past 12 months, have there been any formal complaints about age discrimination?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**137. In the past 12 months, have there been any formal complaints about disability-based discrimination?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**138. Before hiring them, do you require job candidates to take psychological tests to determine whether they are at risk for committing acts of violence in the workplace?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**139. Is a separate department, section or officer responsible for worker safety at (ESTABLISHMENT NAME)?**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**140. Which of the following types of security are at (ESTABLISHMENT NAME)?**

	Yes	No	REF	DK
a. Guards or security officers to check people who come in?	1	2	REF	DK
b. A burglar alarm system and/or surveillance cameras?	1	2	REF	DK
c. Inspection of bags or briefcases using a metal detector or X-ray machine	1	2	REF	DK
d. Requiring those entering to show a pass or ID?	1	2	REF	DK

**141. When you need information on occupational safety and health, have you ever gone to the following sources?**

**a. the National Safety Council**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**b. OSHA**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**(IWER: Say 'OH-SHA' as acronym. If R requests elaboration, say that OSHA is the Occupational Safety and Health Administration)**

**c. NIOSH**

Yes	1
No	2
REFUSED	REF
DON'T KNOW	DK

**(IWER: Say 'NY-OSH' as acronym. If R requests elaboration, say that NIOSH is the National Institute for Occupational Safety and Health)**

**SECTION G: WORKPLACE VIOLENCE**

**142. How many times in the past year has a shooting or stabbing occurred at (ESTABLISHMENT NAME)?**

NUMBER: \_\_\_\_\_

REFUSED                      REF

DON'T KNOWDK

**143. How many times in the past year has a rape or sexual assault occurred at (ESTABLISHMENT NAME)?**

NUMBER: \_\_\_\_\_

REFUSED REF  
DON'T KNOWDK

**144. How many times in the past year has a physical assault occurred at (ESTABLISHMENT NAME), including incidents such as fistfights, pushing, shoving, kicking, etc.?**

NUMBER: \_\_\_\_\_

REFUSED REF  
DON'T KNOW DK

IF Q144 IS 0, SKIP to Q146

**145a. In the most recent incident who was the aggressor?**

Employee	1	Other	6
Supervisor	2	Unknown	7
Customer	3	REFUSED	REF
Former employee/supervisor	4	DON'T KNOW	DK
Current or Former Spouse or Intimate Partner	5		

**145b. In the most recent incident who was the victim? Was it an employee, a supervisor, a customer, or someone else?**

Employee	1	
Supervisor	2	
Customer	3	
Someone else	4	
REFUSED		REF
DON'T KNOW		DK



**145c. In the most recent incident what was the primary motivating factor? Was it a personal matter, something work-related, or something else?**

Personal matter	1	
work-related matter		2
Something else	3	
REFUSED		REF
DON'T KNOW		DK

**145f. Is this type of incident becoming more frequent, less frequent, or remaining about the same?**

More frequent	1
Less Frequent	2
About the same	3
REFUSED	REF
DON'T KNOW	DK

**146. How many times in the past year has a burglary or robbery occurred at (ESTABLISHMENT NAME)?**

NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**147. How many times in the past year has sabotage occurred at (ESTABLISHMENT NAME), including damage of equipment and products?**

NUMBER: \_\_\_\_\_

REFUSED	REF
DON'T KNOW	DK

**148. How often in the past year has sexual harassment occurred at (ESTABLISHMENT NAME), including such incidents as story telling about sexual attributes or behavior, repeated unwanted requests for someone to go out “socially” or on a date; trying to touch someone in a sexual way when not encouraged. Has this occurred never, rarely, sometimes, or often?**

Never	1	(SKIP to Q150)
Rarely	2	
Sometimes	3	
Often	4	
REFUSED	REF	
DON'T KNOW	DK	

**149a. In the most recent incident who was the aggressor?**

Employee	1	Other	6
Supervisor	2	Unknown	7
Customer	3	REFUSED	REF
Former employee/supervisor	4	DON'T KNOW	DK
Current or Former Spouse or Intimate Partner	5		

**149b. In the most recent incident who was the victim? Was it an employee, a supervisor, a customer, or someone else?**

Employee	1
Supervisor	2
Customer	3
Someone else	4
REFUSED	REF
DON'T KNOW	DK

**149c. Is this type of incident becoming more frequent, less frequent, or remaining about the same?**

More frequent	1
Less Frequent	2
About the same	3
REFUSED	REF
DON'T KNOW	DK

**150. How often in the past year have verbal or written threats occurred at (ESTABLISHMENT NAME), including incidents of shouting, swearing, threatening e-mails, or attempts to provoke arguments? Has this occurred never, rarely, sometimes, or often?**

Never	1	(SKIP to Q151)
Rarely	2	
Sometimes	3	
Often	4	
REFUSED	REF	
DON'T KNOW	DK	

**150a. In the most recent incident who was the aggressor?**

Employee	1	Other	6
Supervisor	2	Unknown	7
Customer	3	REFUSED	REF
Former employee/supervisor	4	DON'T KNOW	DK
Current or Former Spouse or Intimate Partner	5		

**150b. In the most recent incident who was the victim? Was it an employee, a supervisor, a customer, or someone else?**

Employee	1
Supervisor	2
Customer	3
Someone else	4
REFUSED	REF
DON'T KNOW	DK

**150c. In the most recent incident what was the primary motivating factor? Was it a personal matter, something work-related, or something else?**

Personal matter	1
Work-related matter	2
Something else	3
REFUSED	REF
DON'T KNOW	DK

**150d. Is this type of incident becoming more frequent, less frequent, or remaining about the same?**

More frequent	1
Less Frequent	2
About the same	3
REFUSED	REF
DON'T KNOW	DK

**151. How often in the past year has bullying occurred at (ESTABLISHMENT NAME), including repeated intimidation, slandering, social isolation, or humiliation by one or more persons against another? Has bullying occurred never, rarely, sometimes, or often?**

Never	1	(SKIP to Q152)
Rarely	2	
Sometimes	3	
Often	4	
REFUSED	REF	
DON'T KNOW	DK	

**151a. In the most recent incident who was the aggressor? Was it an employee, a supervisor, or someone else?**

Employee	1
Supervisor	2
Someone else	3
REFUSED	REF
DON'T KNOW	DK

**151b. In the most recent incident who was the victim? Was it an employee, a supervisor, or someone else?**

Employee	1
Supervisor	2
Customer	3
Other	4
REFUSED	REF
DON'T KNOW	DK



**151c. Is this type of incident becoming more frequent, less frequent, or remaining about the same?**

More frequent	1
Less Frequent	2
About the same	3
REFUSED	REF
DON'T KNOW	DK

**152. How often in the past year has incivility occurred at (ESTABLISHMENT NAME), such as acting rude or discourteously? Has it occurred never, rarely, sometimes, or often?**

Never	1	(SKIP to Q153)
Rarely	2	
Sometimes	3	
Often	4	
REFUSED	REF	
DON'T KNOW	DK	

**152a. Is this type of incident becoming more frequent, less frequent, or remaining about the same?**

More frequent	1
Less Frequent	2
About the same	3
REFUSED	REF
DON'T KNOW	DK

**153. Does (ESTABLISHMENT NAME) offer or provide any of the following services after a violent incident occurs? (READ LIST)**

	Yes	No	REF	DK
a. Counseling for employees not directly involved in incidents	1	2	REF	DK
b. Counseling for victims	1	2	REF	DK
c. Counseling for the aggressor/assailant	1	2	REF	DK
d. Counseling to victim's family	1	2	REF	DK
e. Aid in job relocation for victims, either within or outside this organization	1	2	REF	DK
f. Allow employees who are victims of domestic violence to take liberal time away from work for court appearance, meeting with legal counsel, and so forth	1	2	REF	DK

**SECTION H: ORGANIZATIONAL CLIMATE, SETTING, PERFORMANCE**

**154. Now I'm going to read four statements about workplaces. For each one, please tell me whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that it applies to (ESTABLISHMENT NAME).**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>a.</b> (ESTABLISHMENT NAME) holds regular staff meetings in which employees can voice their opinions	1	2	3	4	5
<b>b.</b> Safety is an element in employee performance appraisals	1	2	3	4	5
<b>c.</b> Safety is an element in supervisor performance appraisals	1	2	3	4	5

**155. What would you consider to be (ESTABLISHMENT NAME's) main market or service area? Is it a neighborhood or part of a city; a city, county, or metropolitan area; a state; a region; the entire U.S.; or beyond the U.S.?**

Neighborhood/part of city	1
City/county/metro area	2
State	3
Region	4
Entire U.S.	5
Beyond the U.S.	6
REFUSED	REF
DON'T KNOW	DK

**156. How much competition would you say there is in your main market or service area . . . none, very little, a moderate amount, or a great deal?**

None	1
Very little	2
A moderate amount	3
A great deal	4
REFUSED	REF
DON'T KNOW	DK

**157. How much competition would you say there is in (ESTABLISHMENT NAME's) main market or service area from foreign organizations? Would you say none, very little, a moderate amount, or a great deal?**

None	1
Very little	2
A moderate amount	3
A great deal	4
REFUSED	REF

DON'T KNOW

DK

**158a. I now want to ask you how your establishment is currently performing compared with other establishments doing the same kind of work that you do. First, how would you assess your establishment's labor productivity? Is it a lot better than average, better than average, about average for establishments doing this kind of work, below average, or a lot below average?**

A lot better than average	1
Better than average	2
About average for this kind of work	3
Below average	4
A lot below average	5
NO COMPARISON POSSIBLE	6
RELEVANT DATA NOT AVAILABLE	7
REFUSED	REF
DON'T KNOW	DK

**[IWER, FOR 157a-e: “ESTABLISHMENTS DOING THE SAME KIND OF WORK THAT YOU DO” means those close to yours in size and in what they do and about which you have the most knowledge. In the for-profit sector, these may be competitors or other outlets in your chain]**

**158b. Next, what about your establishment's performance on job security? Is that a lot better than average, better than average, about average for establishments doing this kind of work, below average, or a lot below average?**

A lot better than average	1
Better than average	2
About average for this kind of work	3
Below average	4
A lot below average	5
NO COMPARISON POSSIBLE	6
RELEVANT DATA NOT AVAILABLE	7
REFUSED	REF
DON'T KNOW	DK

**158c. What about your establishment's accident/injury experience? (IF NEEDED: Is that a lot better than average, better than average, about average for establishments doing this kind of work, below average, or a lot below average?)**

A lot better than average	1
Better than average	2
About average for this kind of work	3
Below average	4
A lot below average	5
NO COMPARISON POSSIBLE	6
RELEVANT DATA NOT AVAILABLE	7
REFUSED	REF
DON'T KNOW	DK

**158d. How about your establishment's record on worker's compensation claims? (IF NEEDED: Is that a lot better than average, better than average, about average for establishments doing this kind of work, below average, or a lot below average?)**

A lot better than average	1
Better than average	2
About average for this kind of work	3
Below average	4
A lot below average	5
NO COMPARISON POSSIBLE	6
RELEVANT DATA NOT AVAILABLE	7
REFUSED	REF
DON'T KNOW	DK

**158e. Finally, how would you assess your establishment's financial performance? (IF NEEDED: Is it a lot better than average, better than average, about average for establishments doing this kind of work, below average, or a lot below average?)**

A lot better than average	1
Better than average	2
About average for this kind of work	3
Below average	4
A lot below average	5
NO COMPARISON POSSIBLE	6
RELEVANT DATA NOT AVAILABLE	7
REFUSED	REF
DON'T KNOW	DK

**[IWER: IF R IS FROM A NON-PROFIT OR GOVERNMENT ORGANIZATION AND SAYS "FINANCIAL PERFORMANCE" DOES NOT APPLY TO THEM, ASK THEM TO ANSWER ABOUT "the customary way you track the success of your finances".]**

**159. How would you rate the relationship between management and employees generally at this workplace? Is it very good, good, neither good nor bad, poor, or very poor?**

Very good	1
Good	2
Neither good nor bad	3
Poor	4
Very poor	5
REFUSED	REF
DON'T KNOW	DK

**160. At your workplace, what is your personal evaluation of how hard people work, compared with those at other similar establishments? Do they work a lot harder than average, harder than average, about average, below average, or a lot below average?**

- A lot harder than average 1
- Harder than average 2
- About average 3
- Below average 4
- A lot below average 5
- NO COMPARISON POSSIBLE 6
- RELEVANT DATA NOT AVAILABLE 7
- REFUSED REF
- DON'T KNOW DK

**161. If we did a survey of your employees, how do you think they would answer the following questions about (ESTABLISHMENT NAME)? Would your employees strongly disagree, disagree, neither disagree nor agree, agree, or strongly agree that . . . (READ LIST)**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
<b>a. Promotions are handled fairly</b>	1	2	3	4	5
<b>b. Job security is good</b>	1	2	3	4	5
<b>c. Employees are proud to work here</b>	1	2	3	4	5
<b>d. Employees trust the management at this place</b>	1	2	3	4	5

**162. During the past year, would you say that the accident or injury rate at (ESTABLISHMENT NAME) has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot?**

- Increased a lot 1
- Increased a little 2
- Stayed about the same 3
- Decreased a little 4
- Decreased a lot 5
- WE HAVE NO ACCIDENTS 7
- REFUSED REF
- DON'T KNOW DK

**163. Over the past two years, would you say that the number of worker compensation claims filed by employees of (ESTABLISHMENT NAME) has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot?**

Increased a lot		1
Increased a little	2	
Stayed about the same		3
Decreased a little	4	
Decreased a lot	5	
REFUSED	REF	
DON'T KNOW	DK	

**SECTION I: INFORMATION ABOUT INFORMANT(S)**

**INFORMANT #1**

**164. Finally, I'd like to ask you a few questions about you and your position. What is your job title?**

RECORD VERBATIM: \_\_\_\_\_

**165. What are your major duties?**

RECORD VERBATIM: \_\_\_\_\_

\_\_\_\_\_

**166. About how many years have you been working at (ESTABLISHMENT NAME)?**

\_\_\_\_\_ Years

**167. Would you please tell me your name?**

RECORD VERBATIM: \_\_\_\_\_

**INFORMANT #2 (IF A SECOND INFORMANT USED)**

**168. Finally, I'd like to ask you a few questions about you and your position. What is your job title?**

RECORD VERBATIM: \_\_\_\_\_

**169. What are your major duties?**

RECORD VERBATIM: \_\_\_\_\_

\_\_\_\_\_

**170. About how many years have you been working at (ESTABLISHMENT NAME)?**

\_\_\_\_\_ Years

**171. Would you please tell me your name?**

RECORD VERBATIM: \_\_\_\_\_

**INFORMANT #3 (IF A THIRD INFORMANT USED)**

**172. Finally, I'd like to ask you a few questions about you and your position. What is your job title?**

RECORD VERBATIM: \_\_\_\_\_

**173. What are your major duties?**

RECORD VERBATIM: \_\_\_\_\_  
\_\_\_\_\_

**174. About how many years have you been working at (ESTABLISHMENT NAME)?**

\_\_\_\_\_ Years

**175. Would you please tell me your name?**

RECORD VERBATIM: \_\_\_\_\_

**SECTION J: PAYMENT INFORMATION**

**Thanks for participating. Now I'd like to know the address you would like the check sent to.**

**176. ENTER ADDRESS**

Address1: \_\_\_\_\_

Address2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**177. ENTER ADDRESS**

Address1: \_\_\_\_\_

Address2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**178. ENTER ADDRESS**

Address1: \_\_\_\_\_

Address2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**179. If you have any questions about the study, you can contact the study director at the University of Chicago. Her name is Alma Kuby and her telephone number is 312-759-4007. We will be sending you a check in the next four to six weeks.**

**Have a nice [day/evening]. Goodbye.**

**SECTION K: OTHER RESPONDENTS**

**And who else can I speak with in your organization for further information on employment policies and benefits?**

**180. ENTER OTHER RESPONDENT #1**

R NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DEPT: \_\_\_\_\_

PHONE: \_\_\_\_\_

CoNAME: \_\_\_\_\_

Address1: \_\_\_\_\_

Address2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_



**181. ENTER OTHER RESPONDENT #2**

R NAME: \_\_\_\_\_  
TITLE: \_\_\_\_\_  
DEPT: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
CoNAME: \_\_\_\_\_  
Address1: \_\_\_\_\_  
Address2: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_

**182. If you have any questions about the study, you can contact the study director at the University of Chicago. Her name is Alma Kuby and her telephone number is 312-759-4007. We will be sending you a check in the next four to six weeks.**

**Have a nice [day/evening]. Goodbye.**

**SECTION L: IWER RATINGS**

**INFORMANT #1**

**IA1. IWER: ENTER (DO NOT ASK) SEX OF FIRST INFORMANT**

Male	1
Female	2

**IB1. Was first informant from (ESTABLISHMENT NAME) or (LARGER ORGANIZATION)?**

(ESTABLISHMENT NAME)	1
(LARGER ORGANIZATION)	2

**IC1. How would you rate the first informant's level of knowledge?**

Very knowledgeable	1
Somewhat knowledgeable	2
Not very knowledgeable	3

**ID1. How would you rate the first informant's cooperativeness?**

Very cooperative	1
Somewhat cooperative	2
Not very cooperative	3

**INFORMANT #2 (IF A SECOND INFORMANT USED)**

**IA2. IWER: ENTER (DO NOT ASK) SEX OF SECOND INFORMANT**

Male	1
Female	2

**IB2. Was second informant from (ESTABLISHMENT NAME) or (LARGER ORGANIZATION)?**

(ESTABLISHMENT NAME)	1
(LARGER ORGANIZATION)	2

**IC2. How would you rate the second informant's level of knowledge?**

Very knowledgeable	1
Somewhat knowledgeable	2
Not very knowledgeable	3

**ID2. How would you rate the second informant's cooperativeness?**

Very cooperative	1
Somewhat cooperative	2
Not very cooperative	3

**INFORMANT #3 (IF A THIRD INFORMANT USED)**

**IA3. IWER: ENTER (DO NOT ASK) SEX OF THIRD INFORMANT**

Male	1
Female	2

**IB3. Was third informant from (ESTABLISHMENT NAME) or (LARGER ORGANIZATION)?**

(ESTABLISHMENT NAME)	1
(LARGER ORGANIZATION)	2

**IC3. How would you rate the third informant's level of knowledge?**

Very knowledgeable	1
Somewhat knowledgeable	2
Not very knowledgeable	3

**ID3. How would you rate the third informant's cooperativeness?**

Very cooperative	1
Somewhat cooperative	2
Not very cooperative	3