

2009

Estonian Work Life Survey



METHODOLOGICAL REPORT

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The publication describes the methodology of the Work Life Survey 2009.

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GENERAL INFORMATION ON THE SURVEY AND ENTITY CONDUCTING THE SURVEY

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In 2007, Statistics Estonia in cooperation with the Estonian Ministry of Social Affairs started to work out a survey concerning different aspects of work life — the Work Life Survey. The purpose of the Survey is to collect statistical data on employment relations and, more widely, on work life. The Survey covers management of work, working time and vacation, relations at workplace, employees' inclusion in enterprise's/institution's activities, collective work relations, occupational health and safety, payment and employees' skills and knowledge.

In this Survey, these topics are addressed from the perspectives of enterprise/institution as well as employees. The head or representative of an enterprise/institution as well as employees are interviewed in the Survey. The reason for such an organisation of Survey lies in the fact that a part of questions can be answered by employees and a part by the head of an enterprise/institution. For example, the head of enterprise/institution may not know if a particular employee is a member of trade union or not, and employees may not necessarily know about the expenditures of the enterprise/institution on wages and salaries. In the same way, heads and employees' evaluations of the strengths and weaknesses of work life and employment relations can differ because their expectations and role in the enterprise/institution are different. For example, evaluations regarding satisfaction with employment relations may be different in case of employees and in case of the head of an enterprise/institution.

Data collection from both sides of employment relations enables to produce statistics on an enterprise/institution as well as on employees and facilitates to create an overall picture about work life and employment relations.

The Work Life Survey took place in 2009 (WLS 2009) and was conducted in Estonia for the first time. In the first stage of the Survey, interviews were held with the heads or deputy heads of enterprises/institutions. In the second stage, other employees of an enterprise/institution were interviewed. The enterprises' survey took place during the period 01.04–30.06.2009, the employees' survey during the period 01.10–31.12.2009.

QUALITY OF THE SURVEY

1. Relevance

The Work Life Survey was ordered by the Ministry of Social Affairs. The main users of the Survey data are the Ministry of Social Affairs, the Ministry of Economic Affairs and Communications, scientific organisations and research centres.

The results of the Survey are used for analysing different aspects of work life and for analysing and improving the work life policy.

2. Accuracy

2.1. Target population and sample

The heads of enterprises/institutions as well as employees were interviewed in the Work Life Survey. Hence, the Survey has two target groups. The target group of enterprises' survey consists of companies (public limited companies, private limited companies), third sector organisations (foundations, non-profit associations) and public sector organisations (state and local government agencies). The target group of employees' survey consists of employees of enterprises/institutions.

Population of the survey on enterprises

The population of the survey on enterprises has been formed of economically active enterprises with five or more employees. The population is based on the Statistical Business Register of Statistics Estonia.

Enterprises/institutions were divided into strata by the following indicators:

- economic activity;
- number of employees in enterprise/institution (range: 5–9, 10–49, 50–249, 250+);
- legal type – set up by the legal form of enterprise/institution (see Table 1).

Table 1 Description of legal type of enterprises/institutions

Legal type	Legal form
Companies	sole proprietor, farm, entrepreneur, general partnership, limited partnership, private limited companies, public limited companies, commercial association, European company, branch of a foreign company
Third sector	foundation, non-profit association, apartment association
Public sector	government institution, public law agency, local government institution

At the time of sampling enterprises/institutions were divided into strata by economic activity, legal type and number of employees as shown in Table 2.

Table 2 Distribution of enterprises/institutions in the frame

Economic activity / Legal type		Number of employees			
		5–9	10–49	50–249	250+
A. Agriculture, forestry and fishing	Companies	342	316	40	1
	Third sector	0	1	0	0
	Public sector	0	1	0	1
B. Mining and quarrying	Companies	12	35	10	2
C. Manufacturing	Companies	988	1,352	464	72
D. Electricity, gas, steam and air conditioning supply	Companies	34	46	14	4
	Public sector	1	0	0	0
E. Water supply; sewerage, waste management and remediation activities	Companies	38	77	11	3
	Third sector	1	0	0	0
	Public sector	3	2	0	0
F. Construction	Companies	1,374	1,210	154	9
	Third sector	0	1	0	0
	Public sector	0	2	2	0
G. Wholesale and retail trade; repair of motor vehicles and motorcycles	Companies	2,147	1,471	204	33
	Third sector	1	0	0	0
	Public sector	1	0	0	0
H. Transportation and storage	Companies	715	518	101	14
	Third sector	1	1	0	0
I. Accommodation and food service activities	Companies	429	413	69	7
	Third sector	0	2	1	0
	Public sector	1	1	0	0
J. Information and communication	Companies	192	197	53	10
	Third sector	5	7	2	0
	Public sector	0	2	1	1
K. Financial and insurance activities	Companies	64	57	16	9
	Third sector	1	4	0	0
	Public sector	0	1	0	1

Table 2 **Distribution of enterprises/institutions in the frame**

Cont.

Economic activity / Legal type		Number of employees			
		5–9	10–49	50–249	250+
L. Real estate activities	Companies	313	184	16	1
	Third sector	299	26	0	0
	Public sector	2	8	0	0
M. Professional, scientific and technical activities	Companies	658	397	36	0
	Third sector	13	11	0	0
	Public sector	8	15	17	0
N. Administrative and support service activities	Companies	339	306	71	16
	Third sector	4	0	0	0
O. Public administration and defence; compulsory social security	Third sector	6	6	1	1
	Public sector	29	234	88	36
P. Education	Companies	88	74	6	2
	Third sector	41	48	6	0
	Public sector	103	727	385	8
Q. Human health and social work activities	Companies	231	162	39	11
	Third sector	46	71	18	9
	Public sector	24	94	18	1
R. Arts, entertainment and recreation	Companies	48	57	12	2
	Third sector	86	48	9	0
	Public sector	131	149	28	4
S. Other service activities	Companies	177	84	7	0
	Third sector	277	165	17	0
	Public sector	0	2	1	0
Total		9,273	8,585	1,917	258

Enterprises/institutions were additionally divided into six general groups. Distribution of population and sample size in these groups is shown in Table 3.

Table 3 **Distribution of population in groups**

Group	Inclusion probability	Population	Sample size
1. group	1	526	526
2. group	0.5	611	302
3. group	0.10	3,118	312
4. group	0.05	3,378	170
5. group	0.05	4,397	220
6. group	0.02	8,003	170
Total		20,033	1,700

The sample was selected by simple random sampling. The permanent random number method was used for sampling where random numbers were in the ascending order and the beginning point of random numbers was 0.7.

Sample of employees' survey

The sample of the second stage of the survey – employees' survey – was based on the list of employees of the enterprises/institutions, which participated in the survey on enterprises. The list of employees with detailed information of the date of birth and place of residence was received from the Tax and Customs Board as of March 2009.

Employees from the following enterprises/institutions were included in the survey in case of which the following requirements were fulfilled:

- those who participated in the survey and were interviewed in the first stage of the survey;
- where there were at least five employees in the enterprise/institution;
- where there were at least four employees per enterprise/institution in the list of the Tax and Customs Board

General rule for selecting employees from the enterprise/institution is shown in Table 4.

Table 4 **Number of respondents by the number of employees in the enterprise/institution**

Number of employees	Number of respondents
5–9	5
10–49	6
50–249	9
250+	11

To reduce final personal weights for employees from enterprises/institutions with 10–49 or 50–249 employees, 15 employees were selected from enterprises/institutions of the sixth group (Table 3).

The employees whose date of birth was closest to the date of enterprises' survey were included in the sample. If several persons were born on the same day, but only one of them could be selected in the sample, the person whose first name (if necessary, also the surname) was afore in the alphabet. If the number of employees to be included in the sample was bigger than the number of employees in the list of the Tax and Customs Board, all employees working in the enterprise/institution were included in the sample.

The object of the survey was a person. Sample persons were found based on the information prescribed in the sample. If the sample person was not found on the first attempt, then the search for the person was to continue. Since the rate of contact depends to a great extent on a person's place of residence – it is more difficult to find urban residents at home than rural residents – in order to find the sample person, at least three attempts were made to find the person in the rural area and five in the urban area. In order to increase the possibility of finding a sample person, attempts were made on different days of the week and at different times.

Persons who had left the enterprise/institution shown in sample were not interviewed as well as interviews were not conducted with the heads of enterprises/institutions.

In the initial sample of the employees' survey there were 8,504 persons from 1,163 enterprises/institutions.

During the fieldwork, the sample was specified as follows:

- addresses of respondents were specified according to the Population Register;
- persons who had received redundancy payment were removed from the sample;
- employees of subsidiary units of rural municipalities, county and city governments were removed from the sample and additional sample was provided;
- additional sample for enterprises/institutions with low response rate was presented.

The sample included 8,879 persons with additional sample. During fieldwork 165 persons were removed from the sample, therefore the final sample size was 8,814 persons.

The distribution of the sample by legal type and number of employees of the enterprise/institution has been presented in Table 5.

Table 5 **Number of employees and enterprises/institutions in the sample by legal type and employee size in enterprises/institutions**

Legal type	Number of employees in the sample					Number of enterprises/institutions in the sample				
	Employee size					Employee size				
	5–9	10–49	50–249	250+	Total	5–9	10–49	50–249	250+	Total
Companies	1,093	2,057	1,497	1,538	6,185	222	301	159	145	827
Third sector	195	325	348	114	982	40	55	41	11	147
Public sector, local government	133	446	578	490	1,647	27	57	59	46	189
TOTAL	1,421	2,828	2,423	2,142	8,814	289	413	259	202	1,163

2.2. Weighting and calibration

Working Life Survey was conducted as a two-staged survey, therefore, the weights were also calculated in two stages, first for enterprises/institutions and then for employees.

Calculation of weights comprises the following steps:

- calculation of design weights;
- non-response adjustments;
- calibration.

First stage – calculation of weights of enterprises/ institutions

The primary design weights are inversely proportional to the inclusion probabilities, i.e. the design weight is calculated according to the formula

$$d_h = \frac{N_h}{n_h},$$

where N_h is the number of enterprises/institutions in stratum h in the population and n_h is the sample size in stratum h . Weight d_h shows how many objects of the population sampled enterprise/institution represents. The design weight is calculated for all enterprises/institutions (both responded and non-responded entities).

In sample surveys there is always a certain non-response, which results in bias of estimates. Due to total non-response or very low response rate in some sampling strata, some strata were joined before non-response adjustment. For non-response adjustment, the design weights of responded enterprises/institutions were corrected, using the following formula:

$$c_{h^*} = \frac{n_{h^*}}{m_{h^*}}$$

where h^* is stratum used for non-response adjustment, m_{h^*} is number of responded enterprises/institutions in stratum h^* .

The frame of the enterprises/institutions of the Working Life Survey was formed in November 2008, but the first stage of the survey was conducted in the 2nd quarter of 2009. In order to take into account rapid changes on the labour market, weights for enterprises/institutions were calibrated according the data of the survey “Wages and Salaries” for the 1st quarter of 2009. These data describe the number of operating enterprises/institutions and the number of employees at the end of the 1st quarter, which is the closest period to the first stage of the Working Life Survey. Estimates of the total sum of the number of enterprises/institutions and employees by economic activities were used for calibration (16 calibration groups).

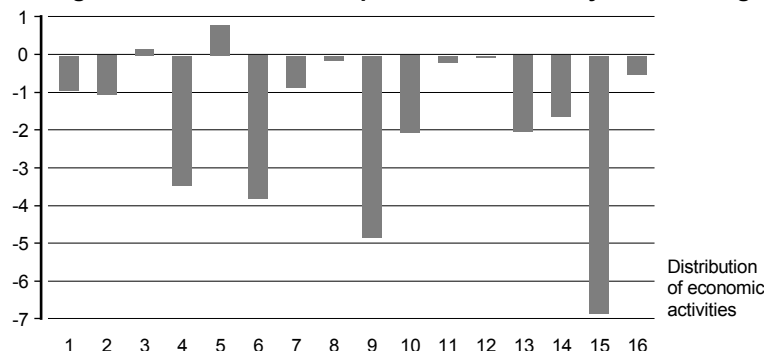
Table 6 **Calibration groups**

Calibration group	Economic activity of the enterprise/institution
1	A Agriculture, forestry and fishing
2	B Mining and quarrying
	C Manufacturing
3	E Electricity, gas, steam and air conditioning supply
	D Water supply; sewerage, waste management and remediation activities
4	F Construction
5	G Wholesale and retail trade; repair of motor vehicles and motorcycles
6	H Transportation and storage
7	I Accommodation and food service activities
8	J Information and communication
9	K Financial and insurance activities
	L Real estate activities
10	M Professional, scientific and technical activities
11	N Administrative and support service activities
12	O Public administration and defence; compulsory social security
13	P Education
14	Q Human health and social work activities
15	R Arts, entertainment and recreation
	S Other service activities
16	Enterprises/institutions from group 1 (see Table 3)

SAS procedure CLAN was used to calibrate weights for enterprises/institutions.

Figure 1 presents the change in number of enterprises/institutions after calibration. The biggest change was in estimates of group 15 (combination of sections R and S from the Statistical Classification of Economic Activities) – the decrease in the estimate of number of enterprises/institutions was approximately 700, i.e. without calibration we would have overestimated the number of enterprises/institutions in this group of economic activities by 700.

Figure 1 **Change in the number of enterprises/institutions by calibration group**



Second stage – calculation weights for employees

Employees' sample was formed of employees from enterprises/institutions who participated in the enterprises' survey, which makes the selection two-staged. In two-staged sample design, the inclusion probability for the employee is calculated as multiplication of inclusion probabilities of the first (selection of the enterprise/institution) and second stage (selection of the employee). The design weight is inversely proportional to the inclusion probability.

The calculation of design weights and non-response adjustment processes were joined and enterprise's/institution's weights adjusted in calibration were accounted in calculation of employees' weights. The weight for the employee was calculated using the following formula:

$$w_i = w_E \frac{M_E - 1}{m_E},$$

where w_E is the calibrated weight for enterprise/institution E , M_E is the number of employees of enterprise/institution E and m_E is the number of responded employees from enterprise/institution E . The number of employees of the enterprise/institution had decreased by one in order to take into account the peculiarity of the second stage of the survey – the head of the enterprise/institution did not participate in this stage of the survey.

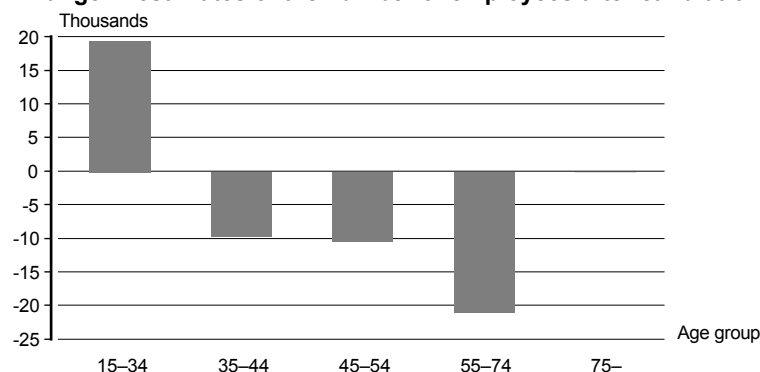
For calibration of weights of employees the data from the Estonian Labour Force Survey of the 4th quarter of 2009 (ELFS 2009) were used. Preparing the data from the Labour Force Survey for calibration only persons from enterprises/institutions with five or more employees and persons who did not work as the head of the enterprise/institution were taken into account.

Weights were calibrated on the basis of estimates of wage earners from the Labour Force Survey in the following divisions:

2. gender – men, women;
3. age groups – 15–34, 35–44, 45–54, 55–74;
4. region – Harju county, rest of Estonia.
5. occupation – legislators, senior officials and managers, professionals, technicians and associate professionals, clerks, service workers and shop and market sales workers, craft workers of agriculture and fishing, craft and related trades workers, plant and machine operators and assemblers, elementary occupations.

Weights for persons aged over 74 were not calibrated because persons aged 15–74 participate in the Labour Force Survey.

Figure 2 **Change in estimates of the number of employees after calibration by age groups**



2.3. Sampling error

All data received on the target population upon expansion of the sample are estimates of actual parameters. A relevant indicator for describing the quality of estimates is a standard error, which enables to calculate the relative standard error and confidence interval.

The relative standard error is the ratio of standard error and estimate expressed in percentages. The actual value of parameter lies with probability 0.95 in the interval (95% confidence interval), the end points of which are at the distance of approximately double standard error from the estimate. The 95% confidence interval is found as follows. According to the data of the Work Life Survey, in 2009 the estimated number of employees (excl. heads) working in an enterprise/institution with at least five employees was 484,200 and the respective standard error was 17,550. The 95% confidence interval end points can be found by using the formula $484,200 \pm 1.96 \times 17,550 \approx 484,200 \pm 34,400$. The constant 1.96 is determined by the confidence level 0.95. In other words: in 2009, the actual number of employees (excl. heads) working in an enterprise/institution with at least five employees lay, with probability 0.95, between 449,800 and 518,600. The estimates of main indicators with confidence interval and relative standard error are presented in Table 7.

Table 7 **Estimates with respective confidence intervals and standard errors**

	Estimate	Confidence interval with probability 0.95	Relative standard error, %
Employees total	484.2 ±	34.4	3.6
Employees of companies	375.2 ±	31.4	4.3
Employees of non-profit associations and foundations	22.6 ±	10.6	23.9
Employees of state and local government agencies	86.4 ±	13.6	8.0
Employees of enterprises/institutions of primary sector	11.0 ±	2.6	12.3
Employees of enterprises/institutions of secondary sector	155.5 ±	21.9	7.2
Employees of enterprises/institutions of tertiary sector	317.7 ±	27.9	4.5
Senior officials and professionals	125.4 ±	15.2	6.2
Associate professionals and clerks	105.6 ±	14.0	6.8
Service workers and shop and market sales workers	65.0 ±	14.6	11.5
Skilled agricultural and fishery workers, and other craft and related trades workers	65.2 ±	10.8	8.5
Plant and machine operators and assemblers	72.4 ±	17.7	12.5
Elementary occupations, armed forces	50.6 ±	10.4	10.5
Male employees	226.2 ±	24.4	5.5
Female employees	258.0 ±	25.0	4.9
Employees aged 15–24	47.5 ±	12.7	13.6
Employees aged 25–49	279.2 ±	25.1	4.6
Employees aged 50–64	134.3 ±	14.9	5.7
Employees aged 65 and older	23.1 ±	6.2	13.8
Employees of enterprises/institutions of Northern Estonia	286.6 ±	37.0	6.6
Employees of enterprises/institutions of Central Estonia	31.5 ±	12.3	19.9
Employees of enterprises/institutions of Northeastern Estonia	34.6 ±	12.0	17.7
Employees of enterprises/institutions of Western Estonia	32.7 ±	11.0	17.2
Employees of enterprises/institutions of Southern Estonia	98.9 ±	27.7	14.3

2.4. Estimates' publication thresholds

Data received on the population upon expansion of the sample are all estimates of actual parameters. Estimates based on fewer than 20 enterprises/institutions, which have been included in the sample, in case of enterprises' survey and on fewer than 20 sample persons in case of employees' survey have not been published (marked in tables as "..."), because they are not reliable.

Due to rounding, the result of added numbers is not always equal to the aggregate indicator in tables. The difference may range from one to a couple of last decimal places.

2.5. Response rate

Response rate of enterprises' survey

1,700 enterprises/institutions are in the sample of enterprises' survey, 1,332 of them (78.4%) filled the questionnaire. 368 enterprises/institutions (21.6%) did not fill the questionnaire. 72 enterprises/institutions explained their non-response, but 296 enterprises/institutions did not give any answer despite several reminders. The main reasons for non-response were missing paid labour, closedown of the enterprise/institution, bankruptcy, incorporating with other enterprise/institution or change of economic activity.

Table 8 describes the number of submitted questionnaires from enterprises/institutions by number of employees, legal type, public sector and location of enterprises/institutions. As shown in the table, there were 570 enterprises/institutions with 5–9 employees in the sample. 367 of them, i.e. 64.4% of all enterprises/institutions with 5–9-employees filled the questionnaire. This is 27.6% of all 1,332 respondents. The highest response rate was in the public sector where 223 of 234 of enterprises/institutions (95.3%) filled the questionnaire and the lowest in the above mentioned 5–9 employee size group.

Table 8 Response rates of enterprises' survey

	Number of enterprises/institutions in the sample	Number of responded enterprises/institutions	Response rate in the division, %	Distribution of respondents, %
Number of employees in the enterprise/institution				
5–9	570	367	64.4	27.6
10–49	585	465	79.5	34.9
50–249	287	260	90.6	19.5
250–	258	240	93.0	18.0
Legal type of the enterprise/institution				
Companies	1,246	938	75.3	70.5
Third sector	220	171	77.7	12.8
Public sector	234	223	95.3	16.7
Sector of the enterprise/institution				
Primary sector	74	48	64.9	3.6
Secondary sector	458	358	78.2	26.9
Tertiary sector	1,168	926	79.3	69.5
Location of the enterprise/institution				
Northern Estonia	916	700	76.4	52.6
Central Estonia	140	114	81.4	8.6
Northeastern Estonia	122	100	82.0	7.5
Western Estonia	171	133	77.8	9.9
Southern Estonia	351	285	81.2	21.4
Total	1,700	1,332	78.4	100.0

During the enterprises' survey, the exact number of employees was specified to include only the employees from enterprises/institutions with five or more employees in employees' survey, as it was in enterprises' survey. It turned out that in 309 enterprises/institutions the number of employees has changed, so that even the employee size changed. Table 9 describes the distribution of these enterprises/institutions in the sample and changes after employees' survey by employee size. The biggest change occurred among enterprises/institutions with 5–9 employees where in 98 of 367 (26.7% of responded) enterprises/institutions the number of employees decreased so much that employees from

these enterprises/institutions could not be included in employees' survey. From the same group 29 enterprises/institutions (7.9%) went to enterprises/institutions with 10–49 employees and one enterprise/institution (0.3%) to size group with 50–249 employees. The number of employees of any enterprises/institutions from size group 5–9 or 10–49 went to size group 250+. All changes are described in Table 9.

Table 9 **Changes in the number of employees of responded enterprises**

Number of employees in the sample	Number of employees after employees' survey											
	0–4		5–9		10–49		50–249		250+		Total	
	Number of enterprises/institutions	%	Number of enterprises/institutions	%	Number of enterprises/institutions	%	Number of enterprises/institutions	%	Number of enterprises/institutions	%	Number of enterprises/institutions	Re-sponded %
5–9	98	26.7			29	7.9	1	0.3	0	0.0	128	367 100.0
10–49	14	3.0	77	16.6			7	1.5	0	0.0	98	465 100.0
50–249	1	0.4	3	1.2	37	14.2			2	0.8	43	260 100.0
250+	0	0.0	0	0.0	1	0.4	39	16.3			40	240 100.0
Total	113	8.5	80	6.0	67	5.0	47	3.5	2	0.2	309	1,332 23.2

Response rate of employees' survey

The Work Life Survey is a sample survey and therefore several types of errors may appear within parameter estimates: frame error, non-response, measurement and processing errors. An attempt is made in every respect to avoid these errors during the organisation of a survey. A frame error occurs when a person who is not a part of the general population is selected for the sample. In the Work Life Survey, a frame error is a person's death, long-term stay in a foreign country or institution. Cases where a sampled person did not work in the enterprise/institution shown in the sample or was the head of this enterprise/institution are considered as frame error too.

Table 10 **Frame error**

	Number	% of sample	% of frame error
Was not interviewed (resigned/head)	1,321	15.0	97.8
The respondent has died	5	0.1	0.4
The respondent has been taken to an institution (institutional household, e.g., nursing home, prison)	2	0.0	0.1
The respondent is staying in a foreign country for a period of one year or longer	23	0.3	1.7
Total	1,351	15.3	100.0

The part of a sample that is left out of the survey is designated as a non-response. Incidents in which the sample person did not reside at the address registered in the Population Register, and it was not possible to determine the actual address using local sources (neighbours, local government, telephone book, etc.), were handled as a non-response. Also included as a non-response was the portion of the sample where the person's address had been clarified, but which was left out of the survey for another reason – some people could not be reached, others refused to respond, were ill, unable to answer, etc.

As it is shown in Table 11, 52.5% of non-response is missing of contact, mostly because the respondent was not at home (864 cases). One of the reasons for non-response was that the sample person did not live at the address registered in the Population Register (263 cases or 9.2% of non-response). The contact was also hindered by locked staircases (189 cases or 6.6% of non-response). Non-response due to locked staircases is more frequent also in case of other surveys. Most persons who did not answer the questionnaire refused categorically or without reason (748 cases or 26.2% of non-response). 270 persons refused due to lack of time.

Table 11 Reasons for non-response

	Number	% of non-response
Non-contact	1,497	52.5
the sample person did not reside at the given address	263	9.2
the sample person had moved	79	2.8
the sample in the address could not be found	14	0.5
the sample person was temporarily residing elsewhere	73	2.6
having entered the house, the interviewer was unable to locate the persons to be questioned because they were not at home	864	30.3
unable to enter the house/staircase	189	6.6
other reason why the person to be questioned could not be found	15	0.5
Refusal	1,087	38.1
the sample person refused (categorically) to answer	748	26.2
the sample person was not willing to answer for free	1	0.0
the sample person refused due to lack of time	270	9.5
the sample person was disappointed in the state, statistics or the benefit of surveys	19	0.7
refusal due to poor economic situation	1	0.0
lack of trust or suspicion regarding the ability to ensure the confidentiality of data	38	1.3
the survey was too complicated (demanding extra work)	7	0.2
the person to be questioned had already participated in surveys	3	0.1
Other reasons	270	9.5
not responding due to an exceptional circumstances in the household	38	1.3
health problems, invalidity, disability, etc., as a result of which the person to be questioned is not able to participate in the survey	5	0.2
the sample person was not present at the agreed upon time and place or avoided the contact	137	4.8
other	90	3.2
TOTAL	2,854	100.0

The primary quality indicators of the survey are the number of respondents v and the response rate, where n is the initial sample size and l the frame error.

$$\frac{v}{n-l} \cdot 100\%$$

Taking into account the frame error, the response rate was 61.8%.

The division of the sample of employees' survey in counties and thus in urban or rural areas depended on which enterprises/institutions filled the questionnaire in the first stage of the survey. For this reason response rates are presented in economic activity group and legal type despite the regular presentation in counties. All response rates are presented in Table 12.

Table 12 Response rate by economic activity of the enterprise/institution

	Economic activity of the enterprise/institution	Sample size without the frame error	Number of persons responded	Response rate, %
A	Agriculture, forestry and fishing	211	169	80.1
B	Mining and quarrying	254	180	70.9
C	Manufacturing	949	559	58.9
D	Electricity, gas, steam and air conditioning supply	241	171	71.0
E	Water supply; sewerage, waste management and remediation activities	244	163	66.8
F	Construction	344	192	55.8
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	658	376	57.1
H	Transportation and storage	279	158	56.6
I	Accommodation and food service activities	286	153	53.5
J	Information and communication	275	155	56.4
K	Financial and insurance activities	363	172	47.4
L	Real estate activities	199	125	62.8
M	Professional, scientific and technical activities	357	229	64.1
N	Administrative and support service activities	215	120	55.8
O	Public administration and defence; compulsory social security	598	404	67.6
P	Education	614	418	68.1
Q	Human health and social work activities	699	451	64.5
R	Arts, entertainment and recreation	464	290	62.5
S	Other service activities	213	124	58.2
	TOTAL	7,463	4,609	61.8

Since the rate of contact depends to a great extent on a person's place of residence – it is more difficult to find urban residents at home than rural residents – then in order to find the sample person, at least three attempts were made to find the person in the rural area and five in the urban area. In order to increase the possibility of finding a sample person, attempts were made on different days of the week and at different times.

As shown in Table 13, the first contact was successful in 23.8% of respondents of urban settlements and with the first two contacts with 62.1%. In rural settlements the results were similar – 28.9% and 66.8%, respectively. The interviewer received interviews in urban settlements in 5.3% of cases after making six or more attempts to contact the sample person; and in rural settlements in 14.3% cases after four or more contacts.

Table 13 **Response rate by number of contacts and settlement unit**

Number of contacts	Urban settlements		Rural settlements		Total	
	Number	%	Number	%	Number	%
1	723	23.8	457	28.9	1180	25.6
2	1,156	38.3	602	37.9	1758	38.1
3	513	17.0	302	19.0	815	17.7
4	293	9.8	136	8.4	429	9.3
5	174	5.8	59	3.7	233	5.1
6+	161	5.3	33	2.1	194	4.2
Total	3,020	100.0	1,589	100.0	4,609	100.0

Differences in response rates by number of employees (column Total in Table 14) are not big, but differences in response rates by legal type are significantly bigger. The response rate of persons working in companies is significantly lower than that of government and local government employees. The indicators of both divisions have been presented in Table 14 (further information on legal types have been provided in Table 1).

Table 14 **Response rate by legal type of the enterprise/institution and number of employees**

Number of employees	Legal type of the enterprise/institution											
	Companies			Third sector			Public sector			Total		
	Sample size	Response rate		Sample size	Response rate		Sample size	Response rate		Sample size	Response rate	
		Number	%		Number	%		Number	%		Number	%
5–9	843	525	62.3	150	92	61.3	120	109	90.8	1,113	726	65.2
10–49	1,706	1,007	59.0	266	16	63.5	397	305	76.8	2,369	1,481	62.5
50–249	1,261	704	55.8	310	221	71.3	520	359	69.0	2,091	1,284	61.4
250+	1,343	787	58.6	105	70	66.7	442	261	59.0	189	1,118	59.2
Total	5,153	3,023	58.7	831	552	66.4	1,479	1,034	69.9	7,463	4,609	61.8

2.6. Item non-response

The questionnaire of the enterprises' survey included 156 questions, of which 137 were main questions about the work life in an enterprise/institution and 19 questions concerned general data on the employees of an enterprise/institution. Non-response to questions in the enterprises' survey was not allowed.

The questionnaire of the employees' survey included 223 questions, of which 203 were main questions about the work life in an enterprise/institution and 20 were background questions about demographic data, education, existence of secondary jobs and health. In case of the employees' survey, the answers "do not know" or "refuse to answer" were not visible in the data entry program of laptop computers used for interviewing, but it was possible for the interviewer to mark these answer categories.

134 (60%) of 223 questions were left non-responded at least once (answered as "do not know" or "refuse to answer"), of which 95 questions were not responded to on less than 10 occasions, 21 questions on 10–49 occasions, and 18 questions on at least 50 occasions.

No problems occurred in answering to background questions. Only in three questionnaires, one question about education was left unanswered. All 18 questions, to which 50 or more (over 1%) of 4,609 respondents had not been able or had refused to answer, were main questions (Table 15).

Section E of the questionnaire “Collective employment relationship” turned out to be the most difficult one for respondents. Questions about trade unions caused difficulties. The question concerning employees’ opinions about their employer’s attitude to trade unions (question E2e) was the item with the highest non-response (23% of respondents). There were also lots of respondents, who did not know if there was a confidence person or working environment representative in their enterprise (Section F – “Employees’ inclusion”). Regarding these questions, it was rather expectable that people who do not know the subject are not able or do not want to have a say.

Answering to questions about the future (B28, B30, C11) as well as the past also caused problems. Some respondents did not remember the month when they had started at their job (B3b) and the month when they had last visited occupational health specialist (G16b), whereas they mostly remembered the year even if it had been quite a long time ago. In addition, respondents did not remember or did not know the length of working week (C2) specified their employment contract. In the question about wages, either gross or net wages could be stated. About 10% of respondents refused to answer. A high item non-response rate in case of the wage question is typical also of other surveys, for example of the Estonian Labour Force Survey.

Table 15 Questions with the item non-response rate over 1%

Question	Number of item non-respondents	Item non-response rate, %
SECTION B. JOB		
B3b When did you start at this job? (Month)	50	1.1
B28 Do you think it is possible that you will lose the job due to employer's initiation during the next six months?	83	1.8
B30 Do you think it is possible for you to find a new job adequate for your professional know-how after leaving the current job?	62	1.3
SECTION C. WORKING TIME AND VACATION		
C2 How long is your working week according to the contract?	87	1.9
C11 Does/will refusal of overtime work cause problems for you in relations with the employer or heads?	190	4.1
SECTION E. COLLECTIVE EMPLOYMENT RELATIONSHIP		
E2a To what extent do you agree with the statement that you are well informed of the activities of trade unions?	140	3.0
E2b To what extent do you agree with the statement that trade unions manage well in representing the interests of employees?	681	14.8
E2c To what extent do you agree with the statement that trade unions offer employees the legal aid relevant and needful for them?	764	16.6
E2d To what extent do you agree with the statement that trade unions are not necessary for representing the interests of employees?	214	4.6
E2e To what extent do you agree with the statement that your employer relates to trade unions repellently?	1,058	23.0
E3 Are your working conditions governed by a collective agreement (excl. state minimum wages)?	212	4.6
SECTION F. INCLUSION OF EMPLOYEES		
F3a Is there a confidence person in your enterprise/institution?	350	7.6
F3b Is there a working environment representative in your enterprise/institution?	421	9.1
F4 What do you think, how well does the confidence person manage to represent employees in the relations with the employer?	56	5.1
F5 What do you think, how well does the working environment representative manage to represent employees in the occupational health and safety questions?	72	3.5
SECTION G. OCCUPATIONAL HEALTH		
G16b When did you last visit occupational health specialist? (Month)	91	3.2
SECTION H. PAYMENT		
H2a What was your salary at this job last month? (Gross income)	458	9.9
H2b What was your salary at this job last month? (Net income)	458	9.9

2.7. Measurement error

Measurement errors or errors that have occurred during data collection are caused by various factors. There are four sources of measurement errors: the respondent, the

interviewer, the survey instrument and the measurement method. Following is an overview about the questionnaire, interviewers' training, time spent on interviewing, data collection method and data cleaning used in the Work Life Survey.

Questionnaire

The purpose of the Work Life Survey is to treat subjects related to work life from the perspectives of enterprise/institution as well as employees, therefore the main questions in the enterprises' survey and employees' survey questionnaires were the same. Both questionnaires included questions about management of work, working time and vacation, relations at workplace, collective work relations, employees' inclusion in enterprise's activities, occupational health, payment and employees' training on skills and knowledge.

In addition to the topics mentioned above, the enterprises' survey questionnaire included questions about general data of enterprise/institution (the number of employees by occupation, the number of persons hired and the number of persons having left the job during the past 12 months, etc.).

The employees' survey questionnaire included, beside the main questions, also background questions about respondent's (sample person) citizenship, domestic language, existence of care responsibilities, education, existence of secondary jobs and about health. In addition, some questions (gender, date of birth, labour status) concerning all household members of respondent were included in the questionnaire.

Pilot survey

In order to test, before the main survey, a data collection method and arrangement and verify the relevance of questionnaires and suitability of interviewers' training, a pilot survey was conducted in Järva and Viljandi counties in 2008.

Enterprises' pilot survey

The enterprises' pilot survey took place during the period 15.08–06.10.2008, the employees' pilot survey during the period 17.11–21.12.2008.

In the pilot survey, the head or deputy head of an enterprise/institution filled out the enterprises' questionnaire using Statistics Estonia's electronic channel eSTAT. Optionally, it was possible to print out the report form and send it to Statistics Estonia by post or fax.

Rather few enterprises/institutions attended the enterprises' pilot survey. After two reminders and several repeated calls, 64 completed questionnaires were received from 100 sampled enterprises/institutions. Local government institutions (educational and cultural institutions) were more active, and third sector organisations that lacked experience or practice in submitting reports to Statistics Estonia or participating in surveys were the most problematic in filling out the questionnaire.

A too long questionnaire turned out to be a big problem. There were about 300 questions in the pilot survey questionnaire, of which one third were about numerical variables. Representatives of enterprises/institutions spent on average 4 hours and 40 minutes on filling out the questionnaire.

Filling out the questionnaire in the eSTAT version caused problems, because it was not possible to follow the rules of interviewing statistics (routing, skipping questions, etc). Therefore, the paper form of the questionnaire was preferred (68%), but eSTAT's PDF-format is not suitable for filling out the questionnaire on paper.

The meaning of the concept 'local unit' was difficult to understand (local unit is an economic unit involved, as a rule, in one economic activity and situated at one address; economic units operating in one and the same economic activity but situated at different addresses are considered separate local units). In case of enterprises/institutions with several local units it was difficult to choose the local unit on which to fill out the questionnaire. The list of employees at an enterprise/institution, the presentation of which was required in addition to the filled out questionnaire, contained lots of errors and this caused problems in the sample formation in the employees' survey.

Several changes were made due to the experience gained from the enterprises' pilot survey. Giving up of the concept 'local unit' enabled to order the list of an enterprise's/institution's

employees from the Estonian Tax and Customs Board and, due to that, receive a correct list and save the time of respondents filling out the questionnaire.

The questionnaire was also remarkably shortened. Thereby, information about an enterprise/institution that could be received by linking data with other data sources was excluded from the questionnaire. For example, data about sales, costs, assets, personnel expenses, wages and salaries are available in the EKOMAR reports; the number of employees at an enterprise/institution is available by sex, age and citizenship in the register of the Estonian Tax and Customs Board; the registration date of an enterprise/institution, legal form and type of owner can be obtained from the Commercial Register.

A shorter and easier questionnaire also reduced the problems encountered in the electronic version of eSTAT.

Employees' pilot survey

The sample of the employees' pilot survey was a quota sample. The plan for fieldwork was to interview 100 persons. The survey was conducted in six survey areas located in two counties of Estonia and quotas for submitted questionnaires were fixed for every survey area (Table 16) and for every enterprise/institution. The sample included 271 persons. 101 persons were interviewed in the survey.

Table 16 **Sample size, quotas for interviewers, response rates and rates of execution of the quota**

Number of the interviewer	County	Sample size	Quota	Contact	Interview	Response rate (%)	Rate for execution of the quota (%)
1	84	14	6	30	15	50.0	100.0
	51	25	9				
2	84	55	27	37	30	81.1	111.1
3	51	26	12	19	14	73.7	116.7
4	51	12	7	7	7	100.0	100.0
5	51	22	6	6	6	100.0	100.0
6	84	54	33	58	29	50.0	87.9
	84	63					
			100	157	101	64.3	101.0

The response rate of the pilot survey was 64.3%; 157 persons were contacted with and the interview was conducted with 101 persons. In the sample there were 114 more persons but interviewers never contacted with them. As shown in Table 16, two interviewers interviewed all sampled persons in their survey area (the response rate was 100%). The rate for execution of quota was bigger than 100% for two interviewers. In order to get the submitted questionnaires from as many employees of enterprises/institutions as possible, sampling quotas for interviewers were presented for every enterprise/institution. There were 36 enterprises/institutions in the sample and interviews were not received only from employees of four enterprises/institutions. In these cases there was only one employee in the sample.

The results of contacting and number of contacts have been presented in Table 17. The most essential reason for non-response was No 5 – the interviewer was unable to locate the persons to be questioned because they were not at home. This was the case on 29 occasions or 18.6% of respondents. In 10 cases of the above mentioned reason the interviewer stopped looking for the respondent before reaching the contact as the necessary number of interviews were conducted. People refused to participate in the survey mainly without explanation and due to lack of time (reasons 6 and 7, 10.9% as total). Non-response was also justified by lack of trust, i.e. persons were suspicious regarding the ability to ensure the confidentiality of data. In two cases the non-response was due to the fact the respondent did not work any more in the enterprise/institution through which he/she had been included in the survey.

Table 17 **Results of contacts with persons participating in the pilot survey in general numbers and number of contacts**

Result of contact	Number	%	Number of contacts		
			Contacts	Number	%
1 Interview	101	64.3	1	32	20.4
			2	55	35.0
			3	10	6.4
			4	2	1.3
			5	1	0.6
			6	1	0.6
2 The sample person has moved, the new address is known	1	0.6	1	1	0.6
3 The sample person is temporarily residing elsewhere	1	0.6	2	1	0.6
4 The sample person does not stay in his/her place of residence at the period of the survey	1	0.6	1	1	0.6
5 The sample person was not at home, the contact was missing completely	29	18.6	1	23	14.8
			2	4	2.6
			3	1	0.6
			4	1	0.6
6 The sample person refused (categorically) to answer	10	6.5	1	10	6.5
7 The sample person refused to answer due to lack of time	7	4.4	1	3	1.9
			2	2	1.3
			3	1	0.6
			5	1	0.6
8 Lack of trust, suspicion regarding the ability to ensure the confidentiality of data	1	0.6	1	1	0.6
9 The sample person refused to answer due to illness or tiredness (also nursing a sick person)	1	0.6	1	1	0.6
10 The sample person was not present at the agreed upon time and place or avoided the contact	2	1.3	3	1	0.7
			4	1	0.6
11 Non-response for organisational reasons	1	0.6	3	1	0.6
12 The respondent has changed place of work	2	1.3	2	2	1.3
TOTAL	157	100.0		157	100.0

Table 17 also presents the results of contacting by the number of contacts. It is shown in the table that in 32 cases (20.4% of all respondents with whom contact was taken) the interview was received on the first attempt, in 55 cases (35% of respondents) on the second attempt, but in two cases even on the fifth and sixth attempt. In case of two reasons – the reason for categorical refusal (No 6), as well as lack of trust (No 8) – the interviewers did not look for the contact with the respondent after the first attempt. In case of indirect refusal (No 10) the interviewers gave up looking for the contact after the third or more attempts.

The purpose of the employees' pilot survey was to test the data entry program and get feedback from interviewers on the problems encountered. For this purpose, the interviewer's feedback questionnaire was included at the end of the data entry program. Interviewers informed their survey manager immediately about any problems encountered (for example, errors in the data entry program). Interviewers filled out a feedback questionnaire about a conducted interview right after the end of the interview (not at the presence of respondent). While answering to feedback questions, interviewers were asked to describe the occurred problem (mark unclear question, unclear response category, missing response category, illogical routing of questions, etc.), suggest how the problem could be improved (wording of the question, additional answer category, etc.) and describe the respondent's attitude to the interview.

101 persons were interviewed in the employees' pilot survey. The average length of an interview was 63 minutes, the shortest interview lasted for 23 minutes and the longest one for two hours. All interviews were conducted in Estonian. There was only one case, whereupon the interviewer mentioned that she interviewed the respondent in Estonian but used the Russian language questionnaire as auxiliary material. As the pilot survey took place in Viljandi and Järva counties, interviewing in the Estonian language was expectable. According to the assessments of interviewers, most (98%) of the interviews ran very well or well, and only 2% – satisfactorily.

Interviewers made numerous remarks in their feedback. A too long questionnaire was pointed out as the main problem, due to which respondents got tired of answering towards

the end of the questionnaire. The sample included also employed persons who themselves work as heads and for them several questions seemed improper. In addition, problematic or illogical questions and questions in bad wording and not understandable for respondents were also pointed out in feedback.

Based on the experience gained from the employees' pilot survey, several changes were made in the main survey. The questionnaire was remarkably shortened and in case a head got in the sample, he/she was not interviewed. Problematic questions were reviewed and amended; the interviewer's manual was improved if that was the case.

Training of interviewers

In November 2008, before the employees' pilot survey, a training seminar was organised for six pilot survey interviewers. Purposes of the enterprises' survey as well as employees' survey, and the sample of the survey were introduced, practical work with the data entry program was carried out and instructions for filling out the feedback questionnaire were delivered at the training seminar.

Contrary to the usual routine prior to a new survey, it was not possible for Statistics Estonia to organise a training seminar for interviewers before the beginning of the Work Life Survey due to budget cuts. Therefore, in August 2009, a training seminar was arranged only for four survey managers. Before fieldwork, interviewers had to obtain skills needed for conducting the survey by self-studying. Interviewers received the respective instructions in writing and the survey managers' task was to check whether the interviewers followed these instructions.

Interviewers started self-studying on the basis of survey instruments (printed questionnaire, enclosure, charts with answers and interviewer's manual). Since 1 September 2009, interviewers had a possibility to download data entry programs into the computer. To get used to the data entry program, interviewers were given a task to make at least one pilot interview with a member of own household or acquaintance or oneself. During the pilot survey, interviewers were to fill out the interviewing report, questionnaire and send off the data. The sent data were for the attention of survey managers as a confirmation that the interviewer had studied the survey instrument on an individual basis. The deadline for sending off pilot interview(s) was 8 September.

In case an interviewer had problems or questions when conducting a pilot interview, he/she had a possibility to put them down next to the corresponding question in the questionnaire in the data entry program or turn to his/her survey manager by e-mail or phone. On 9 September, the data manager made a summary report of the received questionnaires and a list of remarks attached to questionnaires and forwarded them to survey managers. During 10–15 September, the survey managers called interviewers, answered to their questions and became convinced of their preparedness to contact the survey.

Interviewing method

In case of the enterprises' survey, the head or deputy head of an enterprise/institution filled out the questionnaire using Statistics Estonia's electronic channel eSTAT. Optionally, it was possible to print out the report form and send it to Statistics Estonia by post or fax. In case a person filling out the questionnaire encountered problems, he/she had a possibility to get help from the front-line staff of Statistics Estonia, who had passed a questionnaire-based training. 65% of respondents used eSTAT, 35% used paper questionnaire.

The employees' survey was conducted in the form of face-to-face interview with a laptop computer (data collection method CAPI – Computer-Assisted Personal Interviewing). Interviewers of Statistics Estonia have been using laptop computers for face-to-face interviews since 2005. Under exceptional conditions (for security considerations, due to technical fault, etc.) interviewers are allowed to use paper questionnaires. In case of the Work Life Survey employees' survey, the same rules applied. Interviewers made 98.1% of interviews with a laptop computer and a paper questionnaire was used in 1.9% of cases only.

At the beginning of the employees' survey questionnaire there were some questions concerning all members of the household, other questions concerned the sample person only. Sample person answered to all these questions. Proxy-interview was not allowed i.e. nobody was allowed to answer instead of the sample person.

Process of the interview

At the end of the enterprises' survey questionnaire of the Work Life Survey, there was a request to estimate the time spent on filling out the questionnaire including the time spent on studying the instructions and preparing data. It was expected that such kind of estimation

could be complicated in case several people were involved in filling out one and the same questionnaire, because the summary time spent by all persons involved had to be marked (in hours and minutes). Therefore, answering to this request was voluntary. In slightly less than half (44%) of the cases, the time spent on filling out the questionnaire was nevertheless estimated. The time spent on filling out the questionnaire varied from 20 minutes to several working days. In 40% of cases, the time spent on filling out the questionnaire amounted to an hour at most, in 10% of cases to more than five hours. The average time spent on filling out the questionnaire was one hour.

4,609 persons answered to the Work Life Survey employees' survey. Most of the interviews lasted for 20–40 minutes; the average length of an interview was 30 minutes. 19% of interviews lasted for 20 minutes or less, and only 1% of all interviews took longer than one hour (Table 18). Almost three fourths of the interviews were held at the respondent's place of residence, one-fifth at workplace and 5% somewhere else.

85% of the interviews were conducted in Estonian, 15% in Russian. In most cases (92%), no third person except for the respondent and interviewer was present at the interview, children were present in less than 3% of interviews, spouse or partner in 4% of interviews and some other adult in 2% of cases.

According to interviewers' assessments, most (97.4%) of the interviews ran very well or well, only 2.5% of interviews ran satisfactorily and 0.1% with difficulties.

Table 18 **Duration of interview, place of conducting interview, language of and persons present at interview, and interviewer's assessments**

	Number of interviews	%
Duration of the interview		
Up to 20 min.	869	18.9
21–30 min.	1,817	39.4
31–40 min.	1,213	26.3
41–50 min.	490	10.6
51–60 min.	173	3.8
Over 60 min.	47	1.0
TOTAL	4,609	100.0
Place of conducting the interview		
Respondent's residence	3,386	73.5
Respondent's workplace	989	21.5
Other place	234	5.1
TOTAL	4,609	100.0
Language of the interview		
Estonian	3,905	84.7
Russian	704	15.3
TOTAL	4,609	100.0
Persons present at the interview		
Nobody	4,230	91.8
Children under 6 years	75	1.6
Children aged 6 or older	57	1.2
Spouse or partner	191	4.1
Other adult	82	1.8
TOTAL	4,609	100.0
Interviewer's assessment of the interviewing process		
Ran very well	3,389	73.5
Ran well	1,101	23.9
Ran satisfactorily	113	2.5
Ran with difficulties	5	0.1
Ran with great difficulties	1	0.0
TOTAL	4,609	100.0

Interviews of average length ran the best, very short and very long interviews were ranked lower by interviewers (Table 19). 6.4% of the interviews lasting for more than one hour and 4.6% of the interviews 51–60 minutes in length were assessed to have run satisfactorily or with difficulties. Among the interviews that lasted for 20 minutes or less, the share of

interviews, the process of which was assessed to have run satisfactorily or with difficulties, was also remarkably bigger (4.1%) than in case of all interviews in total (2.6%).

It was better to interview a respondent at his/her workplace than somewhere else. 86% of interviews conducted at workplace and 70% of interviews conducted at respondent's residence went well. The interview proceeded worse when other people were present at the interview. 75% of interviews without any other person present except for the respondent and interviewer ran very well and only 2% satisfactorily or with difficulties. The presence of respondent's spouse or partner at the interview affected the course of the interview remarkably – only 59% of interviews ran very well in this case. However, under such conditions, interviews still proceeded relatively well as the share of interviews that had run satisfactorily or with difficulties was only 3%. The presence of children aged less than 6 years at the interview did not significantly influence the result of the interview, conduct of the interview was more complicated at the presence of older children rather. However, the presence of some other adult (except for spouse or partner) caused difficulties the most.

In single cases, interviewers mentioned a negative or critical attitude, bad health status or drunkenness of the respondent as disturbing circumstances.

According to interviewers' assessments, only 2.6% of interviews ran satisfactorily or with difficulties, consequently these single cases did not remarkably reduce the general quality of the Survey.

Table 19 **Interviewers' assessments of the interviewing process by duration, place, language and persons present at the interview**
(percentages)

	Very well	Well	Satisfactorily or with difficulties	TOTAL
TOTAL	73.5	23.9	2.6	100.0
Duration of the interview				
Up to 20 min.	72.2	23.7	4.1	100.0
21–30 min.	77.8	19.4	2.8	100.0
31–40 min.	71.6	27.0	1.4	100.0
41–50 min.	69.4	29.6	1.0	100.0
51–60 min.	62.4	32.9	4.6	100.0
Over 60 min.	68.1	25.5	6.4	100.0
Place of conducting the interview				
Respondent's residence	69.5	27.8	2.7	100.0
Respondent's workplace	86.0	11.7	2.2	100.0
Other place	78.6	18.8	2.6	100.0
Language of the interview				
Estonian	76.6	22.3	1.2	100.0
Russian	56.7	32.8	10.5	100.0
Persons present at the interview				
Nobody	74.6	23.1	2.3	100.0
Children under 6 years	66.7	32.0	1.3	100.0
Children aged 6 or older	71.9	22.8	5.3	100.0
Spouse or partner	59.2	37.7	3.1	100.0
Other adult	63.1	22.6	14.3	100.0

Data cleaning

In case of the enterprises' survey, the validity of logical relations and if all questions had been answered was checked. In case of need, data were specified by contacting an enterprise/institution concerned. Still, quite few questionnaires were sent back to enterprises/institutions for correction purposes – only 10 i.e. 0.9% of 1,114 questionnaires.

In case of the employees' survey, the most important advantage of the laptop-based face-to-face interview compared to the paper-and-pencil interview is that data can be checked and corrected during the interview. For this purpose, logical checks have been included in electronic environment, which signal immediately in case of detecting inconsistency after the last question related to the check has been responded. The interviewer has to check the answers for logical inconsistencies immediately during the interview and correct them if needed or attach an explanatory remark to the question. Upon the receipt of all questionnaires, remarks made by interviewers on signalled logical checks, explanations

added in case the answer category 'other' had been selected and other comments by interviewers were reviewed. Answers entered under the answer category 'other' were recoded under a suitable one among the existing multiple-choice answers in case of 540 questionnaires (11.7%). Reviewing was also needed in case of 129 questionnaires (2.8%) that included other remarks. Most of these remarks were explanations added to non-responded questions. A majority of such questions were detected in Section C regarding hours worked, in Section E regarding trade unions, and in Section F regarding working environment representative and confidence person – item non-response was quite high in case of these questions (see Table 15).

2.8. Imputation

In case of the Work Life Survey enterprises' questionnaire, data regarding sales, costs, assets, personnel expenses, wages and salaries and training costs (only for 3rd sector) were linked from the questionnaire EKOMAR. If any of the enterprise's/institution's data were missing in the EKOMAR dataset, the corresponding data were imputed.

There was no imputed variable in the Work Life Survey employees' questionnaire.

3. Timeliness and punctuality

The fieldwork of the Work Life Survey was completed on 31 December 2009. It was followed by data cleaning and methodological work such as weighting of data, linking of data from other data sources and imputation. Data of the Work Life Survey were first released on 1 September 2010.

4. Accessibility and clarity

4.1. Published data

Data of the Work Life Survey have been published under the subject area Social Life / Worklife quality in Statistics Estonia's public database.

Estimations received from the heads of enterprises/institutions in the enterprises' survey about different aspects of work life have been published by legal form, sector of economy, region and number of employees of enterprise/institution.

Estimations received from the employees' survey about different aspects of work life have been published by sex, age and occupation of employees and by legal form, sector of economy and region of enterprise/institution.

Access to microdata is guaranteed pursuant to the Official Statistics Act passed on 10 June 2010 by the Parliament of Estonia and proclaimed on 21 June 2010 by the President of the Republic. Further particulars about using microdata can be found at: <http://www.legaltext.ee/et/andmebaas/tekst.asp?loc=text&dok=XXXXX42&keel=en&pg=1&ptyp=RT&tyyp=X&query=statistika+seadus>.

5. Comparability

5.1. Main definitions

Household is a group of people who live in a common dwelling, i.e. at the same address, and share joint financial and/or food resources. Persons included in the household are members of the household. A household may also consist of one member only.

A household member is:

- a) a permanent resident, (related or non-related to other household members), in case he or she uses joint financial and/or food resources;
- b) a tenant, lodger, visitor, housemaid or nanny living in the household if he or she shares financial and/or food resources with the household and if one of the two conditions applies: he or she does not have a separate household elsewhere or he or she plans to stay in the household for six months or longer;

- c) a household member who is temporarily absent (due to holidays, work, studies, etc.) but shares financial and/or food resources with the household and does not belong to a separate household elsewhere and his or her absence is planned to last less than six months;
- d) a household member absent from home (irrespective of the duration of absence) due to studies or work, in case all the following conditions apply: he or she shares financial and/or food resources with the household, he or she does not belong to a separate household elsewhere, he or she is a spouse or a child of a household member and stays in close constant contact with the household and considers that living place his or her main place of residence;
- e) a household member who is staying in a hospital, hostel or any other institutional establishment but shares financial and/or food resources with the household and his or her actual or planned absence will last less than six months.

Employed persons are persons who are working in an enterprise/institution and receive payment for it as a wage earner or entrepreneur.

Employment contract is an agreement between an employer and an employee according to which the employee is obliged to work for the employer, respecting the leadership and management of the latter, while the employer is obliged to pay for the work and guarantee the working conditions prescribed by the agreement of the parties, by a collective agreement or by law. The special characteristics of an employment contract are:

- 1) the employee undertakes to perform a specific function rather than complete a one-off task for the employer;
- 2) the employee respects the employer's leadership and management, i.e. there is a relationship of power and subordination between the employee and employer;
- 3) the employer is obliged to pay for the work, i.e. the employee gets paid by the employer and not by the customer.

Contract for services is a written contract whereby the employee undertakes to complete a certain job within a certain period. By a contract for services, one person (the contractor) undertakes to manufacture or modify a thing or to achieve any other agreed result by providing a service (work), and the other person (the customer) undertakes to pay remuneration for it.

Public service involves working for a state or local government agency.

By an authorisation agreement, one person (the mandatary) undertakes to provide services (or perform the mandate) to another person (the mandator) pursuant to an agreement and the mandator undertakes to pay remuneration to the mandatary.

Trade union is an organisation representing the interests of employees. Professional associations, trade associations and professional organisations, which represent employees in concluding an agreement on employment relations and conditions with employers, also belong here.

Collective agreement is a voluntary agreement between employees or a union or federation of employees and an employer or an association or federation of employers, and also state agencies or local governments, which regulates labour relations between employers and employees.

Confidence person is an employee of an enterprise/institution, who is elected by the members of a union of employees or by a general meeting of employees who do not belong to a union of employees to represent the employees in labour relations with the employer. On behalf of the persons who authorized him or her, the confidence person is required to:

- represent employees in labour relations with the employer,
- monitor compliance with the terms of collective agreement, employment contract and labour laws,
- observe the obligation of employees to refrain from striking during the term of collective agreement,
- mediate between the parties to labour disputes,

- communicate information concerning employment relations known to him or her to the employer or the employer's representative and to employees, their unions and federations,
- maintain any production, business or professional secrets which have become known to him or her.

Working environment representative is a representative elected by workers in occupational health and safety issues. The obligations of a working environment representative are to:

- monitor that occupational health and safety measures are implemented at workplace,
- monitor that workers are provided with personal protective equipment which is in working order,
- participate in the investigation of an occupational accident or disease in his or her area of work,
- notify the workers and the employer or the employer's representative promptly of a dangerous situation or deficiencies discovered in the working environment, and demand that the employer eliminate the deficiencies as soon as possible,
- be familiar with the instructions and legislation mandatory for workers,
- monitor that the workers receive necessary knowledge, instructions and training in the field of occupational health and safety.

Gross salary is the salary before income tax is deducted (earned salary).

Net salary is the salary after income tax has been deducted (received salary).

5.2. Comparability with previous surveys

The Work Life Survey has not been conducted in Estonia before, therefore no comparable data are available about earlier years.

6. Coherence

The weights for persons who participated in the Work Life Survey employees' survey were calibrated using the 4th quarter of 2009 data of the Estonian Labour Force Survey (ELFS). Adding up the weights of all persons gives 484,200, which is the estimated number of employees (excl. heads), who are working in an enterprise/institution with at least five employees.

According to the data of Labour Force Survey, in the 4th quarter of 2009, the estimated number of employees was 529,900, of which 490,700 were working in an enterprise/institution with at least five employees. 479,300 of them did not work as heads (Table 20). As the data of Estonian Labour Force Survey concern persons aged 15–74 and the data of Work Life Survey concern persons aged 15 and over, thus, for comparison purposes, the number of employees (excl. heads) aged 15–74 (479,500) is also used in the Work Life Survey (WLS).

Table 20 **Employees, 2009**

	WLS	ELFS
Employees aged 15–74	–	529,900
working in an enterprise/institution with at least five employees	–	490,700
excl. heads	479,500	479,300

To compare the coherence of the Work Life Survey and Labour Force Survey data, questions that were the same in both surveys, can be used. Next, data are compared by type of employment relation, hours worked in the reference week, trade union membership and educational level on the basis of the WLS 2009 and ELFS 4th quarter data (Table 21).

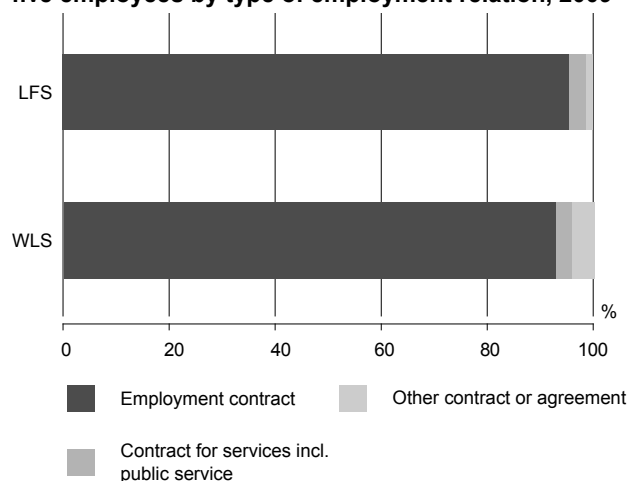
Table 21 **Employees aged 15–74 (excl. heads) working in an enterprise/institution with at least five employees by type of employment relation, hours worked in the reference week, trade union membership and educational level, 2009**

	Number of employees, thousands		Share of employees, %	
	WLS	ELFS	WLS	ELFS
Type of employment relation				
Employment contract	444.8	459.1	92.8	95.8
Contract for services incl. public service	15.1	14.4	3.1	3.0
Other contract or agreement	19.6	5.8	4.1	1.2
TOTAL	479.5	479.3	100.0	100.0
Hours worked in the reference week				
0	32.9	34.7	6.9	7.2
1–19	24.3	21.6	5.1	4.5
20–35	63.4	74.3	13.2	15.5
36–39	18.1	18.5	3.8	3.9
40–48	306.3	309.9	63.9	64.7
49+	34.4	20.3	7.2	4.2
TOTAL	479.5	479.3	100.0	100.0
Trade union membership				
Yes	50.7	47.9	10.6	10.0
No	428.7	431.4	89.4	90.0
TOTAL	479.5	479.3	100.0	100.0
Educational level^a				
Below upper secondary education	37.1	41.6	7.7	8.7
Upper secondary education, post-secondary non-tertiary education	243.1	251.5	50.7	52.5
Tertiary education	199.2	186.2	41.6	38.8
TOTAL	479.5	479.3	100.0	100.0

^a Below upper secondary education – less than primary education, primary education, basic education, vocational education for youngsters without basic education; upper secondary education – vocational training based on basic education, general secondary education, vocational secondary education based on basic education, professional secondary education based on basic education; post-secondary non-tertiary education – vocational secondary education based on secondary education; tertiary education – professional secondary education based on secondary education, higher education, Master's and Doctor's degree.

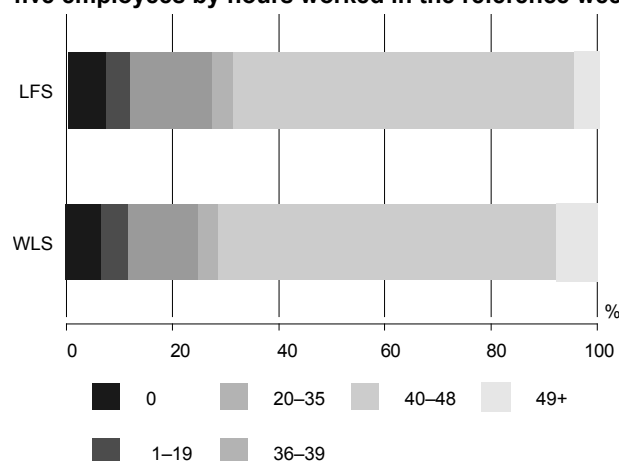
By type of employment relation, the estimated number of employees working under employment contract is slightly smaller according to the data of Work Life Survey than according to the data of Labour Force Survey. The estimated number of employees working under contract for services is almost the same in both surveys and the estimated number of employees working under other contract or agreement is bigger according to the data of the Work Life Survey. However, taking into account a big share of employment contracts among all contracts, there is no remarkable difference in the distribution of employees by type of employment relation (Figure 3).

Figure 3 **Employees aged 15–74 (excl. heads) working in an enterprise/institution with at least five employees by type of employment relation, 2009**



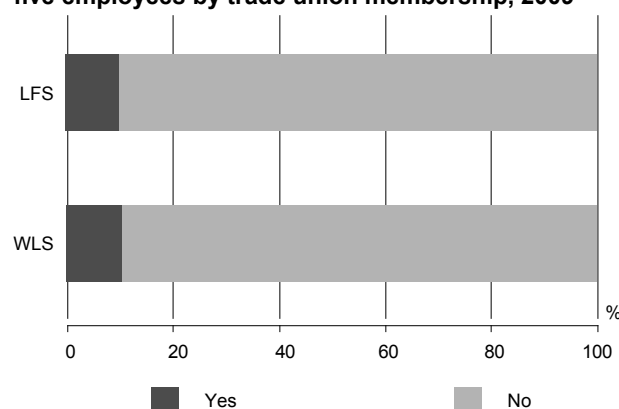
The question about hours worked in the reference week is included in the Work Life Survey as well as in the Labour Force Survey. In the Labour Force Survey, reference weeks are uniformly divided over the quarter and a reference week is specified for every person in the sample. In the Work Life Survey, the reference week was the week preceding the interview. The estimated number of employees by number of hours worked is quite similar in both the surveys. The biggest difference is in case of the estimated number of persons who worked over 48 hours — the respective figure is bigger in case of the Work Life Survey. Obviously, it is caused by the division of reference weeks. The majority of employees participating in the Work Life Survey were interviewed in October or November, the share of respondents interviewed in December was quite small. During Christmas time, people are working less and this is the reason why estimates based on the Work Life Survey are slightly bigger. An average number of hours worked in the reference week was 37 hours based on the Work Life Survey and 35 hours based on the Labour Force Survey. Taking into account the fact that the share of employees having worked over 48 hours per week is relatively small, there is no remarkable difference, regarding the data of both surveys, in the distribution of employees by hours worked (Figure 4).

Figure 4 **Employees aged 15–74 (excl. heads) working in an enterprise/institution with at least five employees by hours worked in the reference week, 2009**



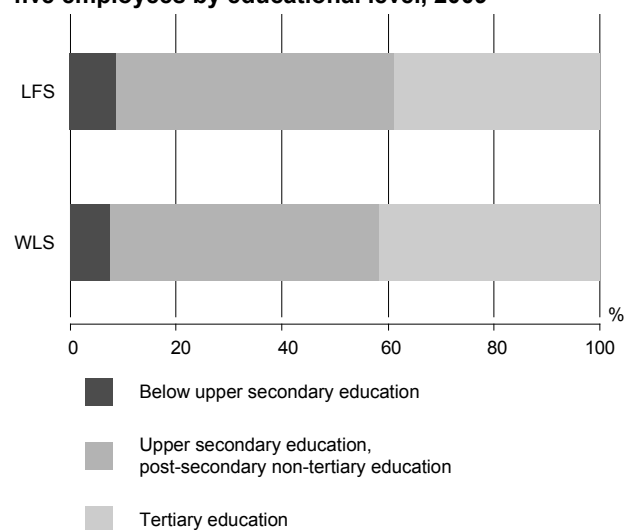
With respect to the questions under observation, difference between the data of Work Life Survey and Labour Force Survey is the smallest in case of the estimate about trade union membership of employees. According to the data of Work Life Survey, 89.4% of employees were members of trade union, and according to the data of Labour Force Survey the respective percentage was 90% (Figure 5).

Figure 5 **Employees aged 15–74 (excl. heads) working in an enterprise/institution with at least five employees by trade union membership, 2009**



Of background variables, data of the two surveys have been compared by the highest level of education obtained by employees. In this distribution, too, no remarkable differences have been detected (Figure 6). For example, the share of employees with tertiary education is 41.6% according to the data of Work Life Survey and 38.8% according to the data of Labour Force Survey.

Figure 6 **Employees aged 15–74 (excl. heads) working in an enterprise/institution with at least five employees by educational level, 2009**



As a result of comparing the data of two surveys, it can be concluded that the data are highly coherent. Some differences in the estimates of the variables similar in different surveys are unavoidable in case of sample surveys.

APPENDICES

Appendix 1. Questionnaire "Work Life Survey 2009. Enterprises' survey."

Appendix 2. Compilation instructions for "Work Life Survey 2009. Enterprises' survey."

Appendix 3. Questionnaire "Work Life Survey 2009. Employees' survey."

Appendix 4. Interviewer's manual "Work Life Survey 2009. Employees' survey."

Appendix 1. Questionnaire “Work Life Survey 2009. Enterprises’ survey.”

“ENTERPRISE WORK LIFE SURVEY” QUESTIONNAIRE

Part C. Enterprise/institution employees

C01 How many employees are there currently in your enterprise/institution as at the 1st day of the current month?

C02 How many are in your enterprise/institution ...? If there are none, then write “0”!

..C02A directors and unit/department managers

..C02B unskilled workers, whose work does not required previously acquired skills and knowledge

..C02C other employees (employees, who are not directors or unskilled workers)

C03 How many new employees have been hired by your enterprise/institution over the last 12 months? If there are none, then write “0”!

C04 How many employees have departed for the following reasons over the last 12 months at the request of the enterprise/institution? If there are none, then write “0”!

..C04A laid-off

..C04B dismissed

..C04C due to the expiry of a fixed-term contract of employment

..C04D other reason (Write, what reason?)

C05 How many employees have left of their own free will over the last 12 months? If there are none, then write “0”!

C06 How many of the employees in your enterprise/institution are currently working under the following contracts as at the 1st day of the current month? If there are no such employees, then write “0”

..C06A under employment contract

..C06B contract for services

..C06C contract of service, in public service

..C06D authorisation agreement

..C06E oral contract, on the basis of an oral agreement

C07 Are there employees in your enterprise/institution, whose contract includes a restraint of trade clause or obligation to maintain confidentiality? If the answer is NO, then CONTINUE E01

1 Yes

2 No

C08 How many employees are there in your enterprise/institution whose contract includes a restraint of trade clause or obligation to maintain confidentiality? If there are none, then write “0”!

..C08A Restraint of trade

..C08B Obligation to maintain confidentiality

Part E. Organisation of work

E01 How important is it for your enterprise/institution, that employees be satisfied with their work and organisation?

- 1 not at all important
- 2 somewhat unimportant
- 3 neither yes or no
- 4 somewhat important
- 5 very important

E02 How satisfied are you with your employees?

- 1 completely unsatisfied
- 2 somewhat unsatisfied
- 3 neither yes or no
- 4 somewhat satisfied
- 5 very satisfied

E03 Are there any temporary, fixed-term contract employees in your enterprise/institution? If the answer is NO, then CONTINUE E06

- 1 Yes
- 2 No

E04 How many temporary, fixed-term contract employees are there in your enterprise/institution?

E05 For what reason are temporary, fixed-term contracts mainly concluded with employees in your enterprise/institution? Please select only one answer!

- 1 For the performance of seasonal work
- 2 Performance of short-term work, project work
- 3 Performance of work with fluctuating demand or financing
- 4 Increasing of production capacity for a temporary period
- 5 During employees' probationary period
- 6 For temporary replacement of permanent employees
- 7 At the request of employees, e.g., the wish of employees to interconnect their work and private life
- 8 Other reason (Write, what is the reason?)

E06 Is the form of organisation of work employed in your enterprise/institution in which employees work part-time or full-time outside of standard workrooms, either at home, in a library, teleworking office or elsewhere? If the answer is NO, then CONTINUE E11

- 1 Yes
- 2 No

E07 How many of the employees in your enterprise/institution work less than part-time according to this organisation of work?

- 1 nobody is working
- 2 a few are working, i.e. up to 20%
- 3 less than half are working, over 20, but less than 40% are working
- 4 about half are working over 40%, but less than 60% are working

- 5 more than half are working, over 60%, but less than 80% are working
- 6 the majority are working, i.e. over 80%, but less than 100% are working
- 7 everyone is working

E08 How many of the employees in your enterprise/institution work more than part-time according to this organisation of work?

- 1 nobody is working
- 2 a few are working, i.e. up to 20%
- 3 less than half, over 20%, but less than 40% are working
- 4 about half are working over 40%, but less than 60% are working
- 5 more than half are working, over 60%, but less than 80% are working
- 6 the majority are working, i.e. over 80%, but less than 100% are working
- 7 everyone is working

E09 What is the main reason why the opportunity is offered in your enterprise/institution to work according to such an organisation of work? Please select only one answer!

- 1 A lack of suitable workrooms
- 2 Employees work more effectively outside of standard workrooms
- 3 Allows for savings in expenses
- 4 Distance between the workplace and employee's place of residence
- 5 At the request of employees, e.g., the wish to interconnect work and private life
- 6 Other reason (Write, what is the reason?)

E10 Do you provide occupational safety related instructions to employees working outside of the standard workrooms, and verify that working is safe?

..E10A Provide instruction on how working is not hazardous to health

- 1 Yes
- 2 No

..E10B Verify that employees are following safety requirements

- 1 Yes
- 2 No

E11 Please assess, how many employees there are in the enterprise/institution whose work requires moving between institutions, clients or cooperation partners?

- 1 No one
- 2 A few employees, up to 20% of employees
- 3 Less than half of employees, i.e. 20%-40% of employees
- 4 Nearly half of employees, i.e. 40%-60% of employees
- 5 More than half of employees, i.e. 60%-80% of employees
- 6 The majority of employees, i.e. 80%-100% of employees
- 7 All employees

E12 How important are ... in the achieving of good work results in your enterprise/institution?

..E12A Strong supervision of workers

- 1 not at all important
- 2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12B Good working conditions

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12C Organisation of work meeting the requests of employees

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12D Interesting, educational work

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12E Motivational remuneration

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12F Grating employees' independence, decision-making powers

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

..E12G Employees' security in terms of job stability

1 not at all important

2 somewhat unimportant

3 neither yes or no

4 somewhat important

5 very important

Part F. Working and rest time

F01 How important is it for your enterprise/institution to take into consideration the wishes of employees to connect their work life, family life and private life?

- 1 not at all important
- 2 somewhat unimportant
- 3 neither yes or no
- 4 somewhat important
- 5 very important

F02 How does the working time of employees generally occur in your enterprise/institution?

- 1 The employer designates the working time and the employee lacks the ability to change it
- 2 Employees are able to select their working time within certain limits
- 3 Employees are able to select their own working time in full

F03 How many part-time employees are there in your enterprise/institution? If there are none, then write "0". If the answer is 0 then CONTINUE WITH F05!

F04 What is the primary reason for working part-time?

- 1 Wish of the employees
- 2 Wish of the employer
- 3 Equally the wish of the employees and the employer

F05 Are there employees in your enterprise/institution who regularly work...?

..F05A between the hours of 18 and 22

- 1 Yes
- 2 No

..F05B between the hours of 22 and 6

- 1 Yes
- 2 No

..F05C on weekends, Saturday and Sunday

- 1 Yes
- 2 No

F06 Are there any shift workers in your enterprise/institution? If the answer is NO, then CONTINUE WITH F08

- 1 Yes
- 2 No

F07 How many of the employees in your enterprise/institution work in shifts?

F08 Is the calculation of total working time used in the recording of working time in your enterprise/institution?

- 1 Yes
- 2 No

F09 How many of the employees in your enterprise/institution have worked overtime in the last 12 months?

If NOBODY, then CONTINUE WITH G01

- 1 No one
- 2 A few employees, up to 20% of employees
- 3 Less than half of employees, i.e. 20%-40% of employees
- 4 Nearly half of employees, i.e. 40%-60% of employees
- 5 More than half of employees, i.e. 60%-80% of employees
- 6 The majority of employees, i.e. 80%-100% of employees
- 7 All employees

F10 In your opinion, how do employees view working overtime? Employees usually...

- 1 refuse
- 2 grudgingly agree
- 3 agree

F11 In what way are employees usually compensated for overtime?

..F11A Are they compensated monetarily?

- 1 Yes
- 2 No

..F11B Are they given days off?

- 1 Yes
- 2 No

Part G. Relationships at work

G01 How good do you assess the relationship to be between managers and employees in your enterprise/institution?

- 1 very poor
- 2 somewhat bad
- 3 neither good nor bad
- 4 somewhat good
- 5 very good

G02 Over the last 12 months, have there been any conflicts with employees in your enterprise/institution, resulting in a disruption in relationships and work? If the answer is NO, then CONTINUE WITH G04

- 1 Yes
- 2 No

G02A What has been the primary cause of those conflicts? Please select only one answer!

- 1 Poor movement of information, lack of information
- 2 Absence of employee from work
- 3 The failure to perform agreements related to work
- 4 Causing of material damage
- 5 Damaging of non-monetary interests
- 6 Fraud, lying

7 Unsuitable behaviour resulting from nature

8 Other reason (Write, what is the reason?)

G03 Which method of behaviour is primarily utilised in your enterprise/institution in order to resolve conflicts? Please select only one answer!

1 Discussion of the problem with the employee

2 Chastising of the employee, reproaching

3 Punishing with a directive

4 Pecuniary penalties

5 Removal from work, transfer to another job

6 Termination of employment relationship

7 Turning towards a representative

8 Turning to court

9 Turning to labour dispute committee

10 Other method (Write, what reason?)

G04 In the last 12 months, have employees working in your enterprise/institution been...? If ALL answers are NO, then CONTINUE WITH H01

..G04A insulted, berated

1 Yes

2 No

..G04 assaulted, treated violently

1 Yes

2 No

..G04C maliciously impeded, disrupted during performance of work

1 Yes

2 No

..G04D sexually assaulted

1 Yes

2 No

G05 How has your enterprise/institution primarily acted in such situations? Please select only one answer!

1 Employees have resolved the situation themselves

2 Managers have stepped in to resolve the situation

3 The situation was resolved by the employees themselves, with the aid of a representative

4 The situation was resolved with the aid of public authorities (court, police)

5 Other method (Write, what reason?)

Part H. Collective work relationship

H01 Is there a trade union operating within your enterprise/institution? If the answer is NO, then CONTINUE WITH H05

1 Yes

2 No

H02 What types of trade unions are operating within your enterprise/institution?

..H02A Trade union formed within the enterprise/institution

1 Yes

2 No

..H02B Area of activity level trade union

1 Yes

2 No

..H02C Regional level trade union

1 Yes

2 No

..H02D Regional area of activity level trade union

1 Yes

2 No

H03 How many of the employees in your enterprise/institution belong to a trade union (trade unions)?

1 None are members

2 A few employees, i.e. up to 20% of employees

3 Less than half of employees, i.e. 20%-40% of employees

4 Nearly half of employees, i.e. 40%-60% of employees

5 More than half of employees, i.e. 60%-80% of employees

6 The majority of employees, i.e. 80%-100% of employees

7 All employees are members

H04 How well is the trade union able to cope with representing the positions of employees and conducting negotiations with the employer?

1 very poorly

2 somewhat poorly

3 neither good nor bad

4 somewhat well

5 really well

H05 Is your enterprise/institution a member of the organisation(s) representing employers?

(For example, Estonian Employers' Confederation, Estonian Association of SME's, and the Estonian Chamber of Commerce)

1 Yes

2 No

H06 Have the working conditions of the employees in your enterprise/institution been agreed upon in a collective agreement? (NOTE! Excluding state minimum wage agreement) If the answer is NO, then CONTINUE WITH H09

1 Yes

2 No

H07 In what level collective agreements are the working conditions of employees agreed upon?

..H07A Enterprise/institution level agreement

1 Yes

2 No

..H07B Area of activity level agreement

1 Yes

2 No

..H07C Regional level agreement

1 Yes

2 No

..H07D Regional area of activity agreement

1 Yes

2 No

H08 How many of the employees in your enterprise/institution are covered by a collective agreement(s)?

H09 How important is it for your enterprise/institution that your employee's working conditions are agreed upon collectively?

1 not at all important

2 somewhat unimportant

3 neither good nor bad

4 somewhat important

5 very important

Part I. Inclusion of employees

I01 How important are the following categories to your enterprise/institution?

..I01A Employees are informed about the activities, organisation of work and working conditions in the enterprise/institution

1 not at all important

2 somewhat unimportant

3 neither good nor bad

4 somewhat important

5 very important

..I01B Employees have the opportunity to express their opinion regarding the activities, organisation of work and working conditions in the enterprise/institution

1 not at all important

2 somewhat unimportant

3 neither good nor bad

4 somewhat important

5 very important

..I01C Employee has the option to participate in the making of decisions related to the activities, organisation of work and working conditions of the enterprise/institution.

1 not at all important

2 somewhat unimportant

3 neither good nor bad

4 somewhat important

5 very important

I02 Does your enterprise/institution have...? If there is NO representative, then CONTINUE WITH I05

..I02A representative(s) selected at the employees' general meeting

1 Yes

2 No

..I02B the representative(s) elected by trade union members

1 Yes

2 No

I03 How well does the representative(s) cope with the representation of employees in relationships with the employer?

1 very poorly

2 somewhat poorly

3 neither good nor bad

4 somewhat well

5 really well

I04 Over the last 12 months, has the representative(s) participated in some of the trainings offered by the employer, which help the representative in representing the employees?

1 Yes

2 No

I05 Is there a working environment representative in your enterprise/institution? If the answer is NO, then CONTINUE WITH I07

1 Yes

2 No

I06 How well does the working environment representative cope with the representing employees in questions regarding occupational health and safety?

1 very poorly

2 somewhat poorly

3 neither good nor bad

4 somewhat well

5 really well

I07 Are the following forms of representatives of employees present in your enterprise/institution?

..I07A Working environment council

1 Yes

2 No

..I07B European Works Council or named members to the working council

1 Yes

2 No

IO8 How are non-management employees typically informed in your enterprise/institution regarding the activities, organisation of work and working conditions of your enterprise/institution? Please select only one answer!

- 1 Informed by a manager
- 2 Informed by the information manager, communications manager
- 3 Informed by representative, working environment representative
- 4 Workers are informed by workers' representative, co-worker
- 5 Are not informed

IO9 Are the activities of the enterprise/institution, organisation of work and working conditions usually debated with non-managers within your enterprise/institution? Please select only one answer!

- 1 Yes, workers discuss it with their manager
- 2 Yes, workers discuss with workers' representative, for example with a representative, working environment representative
- 3 Is not discussed

IO10 In your enterprise/institution are there any non-manager workers included in the taking of decisions regarding activities, organisation of work and working conditions?

- 1 continuously
- 2 frequently
- 3 infrequently
- 4 never

Part J. Occupational health

J01 In your enterprise/institution what is the main reason for dealing with occupational health and safety? Please select only one answer!

- 1 In order to maintain the good reputation of the enterprise/institution
- 2 Increasing the productivity of the enterprise/institution via the prevention and reduction of health problems
- 3 Maintaining employee motivation
- 4 Performance of legal requirements
- 5 Maintaining the health of employees
- 6 Other reason (Write, what is the reason?)
- 7 Do not deal with occupational health, safety

J02 Based on the position of the enterprise/institution who should bear responsibility for the prevention of work related health problems and the preservation of the ability to work?

- 1 Employee
- 2 Somewhat the employer
- 3 Employee and enterprise/institution equally
- 4 Somewhat the enterprise/institution
- 5 Enterprise/institution

J03 Do the employees of your enterprise/institution come in contact to a significant degree with the following health hazards?

..J03A The lifting, lowering, carrying moving of objects weighing at least 5 kg

- 1 Yes
- 2 No

..J03B tedious movements or exhaustion and pain causing forced positions

1 Yes

2 No

..J03C Noise, which is strong, necessitating one to raise ones voice to communicate with co-workers

1 Yes

2 No

..J03D Vibration (caused by hand tools, machines, etc.)

1 Yes

2 No

..J03E Radiation (for example, x-rays, radioactive radiation, welding light, laser radiation)

1 Yes

2 No

..J03F Contact with chemical products and hazardous substances (for example, inhalation of gasses, dust, contact via the skin)

1 Yes

2 No

..J03G Contact with biological and contagious substances, which may cause poisoning, signs of illness (bacteria, viruses, fungus, plant pollen, mould, etc.)

1 Yes

2 No

..J03H Poor, eye straining light; too little or too much light, blinking light, blinding light

1 Yes

2 No

..J03I Poor climate, including high and low temperature, relative humidity, draft, lack of oxygen

1 Yes

2 No

..J03J Working with a monitor

1 Yes

2 No

..J03K Threat of falling or being caught in a collapse

1 Yes

2 No

..J03L Hazard caused by the moving parts of machinery or tools, threat of freezing, threat of electric shock

1 Yes

2 No

..J03M Threat of burns and explosion

1 Yes

2 No

J04 Have there been any work accidents in your enterprise/institution over the last 12 months? If the answer is NO, then CONTINUE WITH J07

1 Yes

2 No

J05 How many work accidents have there been in your enterprise/institution over the last 12 months?

J06 How many total sick days were taken due to those work accidents? If none were taken, then write "0"!

J07 What measures were applied in your enterprise/institution in order to avoid and reduce working environment and work organisation related health risks?

..J07A Use of safe work procedures

1 Yes

2 No

..J07B Use of collective technical protective equipment (for example, safety enclosures, guards, safety signs)

1 Yes

2 No

..J07C Use of personal protective equipment (for example, helmet)

1 Yes

2 No

..J07D The adaptation of work equipment, working environment and organisation of work based on the needs and abilities of employees

1 Yes

2 No

J08 How hazardous is it to work in your enterprise/institution?

1 very hazardous

2 somewhat hazardous

3 neither one or the other

4 somewhat safe

5 completely safe

J09 Who deals with questions related to occupational health and safety in your enterprise/institution? If the answer is no one (ALL answers are NO), then CONTINUE WITH J13

..J09 Working environment specialist(s)

1 Yes

2 No

..J09B Working environment council

1 Yes

2 No

..J09C Managers

1 Yes

2 No

J10 Over the last 12 months in what manner have persons dealing with occupational health and safety acquired new skills and knowledge for dealing with occupational health and safety related questions?

..J10A Attended trainings, seminars, conferences

1 Yes

2 No

..J10B Exchanged experiences with other enterprises, institutions

1 Yes

2 No

..J10C Familiarised themselves with literature, instructional materials

1 Yes

2 No

..J10D Familiarised themselves with legislation

1 Yes

2 No

..J10E Received instructions from the Labour Inspectorate

1 Yes

2 No

J11 In your opinion, how good is the expertise of employees dealing with occupational health and safety regarding occupational health and safety questions?

1 very poor

2 somewhat bad

3 neither one or the other

4 somewhat good

5 very good

J12 In your opinion, how well are employees dealing with occupational health and safety able to cope with occupational health and safety related tasks?

1 very poorly

2 somewhat poorly

3 neither one or the other

4 somewhat well

5 really well

J13 Is the assessment of work related occupational hazards organised in your enterprise/institution...?

If organisation does not take place (ALL answers are NO), then CONTINUE WITH J16

..J13A regularly, after a specific period of time

1 Yes

2 No

..J13B in the event of a change in duties

1 Yes

2 No

..J13C change to the working environment and organisation of work

1 Yes

2 No

..J13D creation of new posts

1 Yes

2 No

..J13E entry into use of new work equipment

1 Yes

2 No

..J13F Other variant (Write, which?)

1 Yes

2 No

J14 Who organises the assessment of work related health hazards organised in your enterprise/institution? Please select only one answer!

1 Employees dealing with occupational health questions in your enterprise/institution?

2 Enterprise/institution offering occupational health services

3 Provider of occupational health service in cooperation with the employees dealing with occupational health related questions in the enterprise/institution

4 Someone else (Write, who?)

J15 In your opinion did the assessment of hazards provide a sufficiently good overview of work related hazards?

1 yes

2 somewhat yes

3 neither one or the other

4 somewhat no

5 no

J16 How many of your current employees have visited an occupational health doctor for a medical examination within the last three years? If NOBODY, then CONTINUE WITH J18

1 No one

2 A few employees, up to 20% of employees

3 Less than half of employees, i.e. 20%-40% of employees

4 Nearly half of employees, i.e. 40%-60% of employees

5 More than half of employees, i.e. 60%-80% of employees

6 The majority of employees, i.e. 80%-100% of employees

7 All employees

J17 Has the undergoing of health surveillance by employees provided sufficiently good feedback for improving the safety of the working environment and organisation of work?

1 Yes

2 somewhat yes

3 neither one or the other

4 somewhat no

5 no

J18 What types of employee health promoting opportunities are offered to employees in your enterprise/institution?

..J18A Recreational sporting opportunities

1 Yes

2 no

..J18B Vaccinations

- 1 Yes
- 2 No

..J18C First aid training

- 1 Yes
- 2 No

..J18D Other opportunity (Write, what?)

- 1 Yes
- 2 No

Part K. Remuneration

K01 How important is the additional payment of remuneration for overtime in your enterprise/institution considered to be?

- 1 is not considered important at all
- 2 is considered somewhat unimportant
- 3 neither one or the other
- 4 is considered somewhat important
- 5 is considered very important

K02 How important is the additional payment of remuneration for work performed on holidays or on weekends in your enterprise/institution considered to be?

- 1 is not considered important at all
- 2 is considered somewhat unimportant
- 3 neither one or the other
- 4 is considered somewhat important
- 5 is considered very important

K03 How important is additional remuneration for work done in the evening or at night in your enterprise/institution?

- 1 is not considered important at all
- 2 considered somewhat unimportant
- 3 neither one or the other
- 4 is considered somewhat important
- 5 is considered very important

K04 How important are additional benefits (for example, official car, mobile telephone, free catering) in your enterprise/institution's remuneration system?

- 1 not at all important
- 2 somewhat unimportant
- 3 neither one or the other
- 4 somewhat important
- 5 very important

K05 How important are the calculation of individual, team or organisation's work results in the designating of remuneration in your enterprise/institution?

- 1 not at all important
- 2 somewhat unimportant
- 3 neither one or the other
- 4 somewhat important
- 5 very important

K06 Are there employees in the enterprise/institution who are eligible to receive remuneration in the form of shares or to purchase them for below the market price?

- 1 Yes
- 2 No

Part L. Training

L01 How important is the development of skills and knowledge considered to be in your enterprise/institution?

- 1 not at all important
- 2 somewhat unimportant
- 3 neither one or the other
- 4 somewhat important
- 5 very important

L02 How satisfied are you with the desire by the employees of the enterprise/institution to acquire new skills and knowledge?

- 1 not at all satisfied
- 2 somewhat satisfied
- 3 neither one or the other
- 4 somewhat satisfied
- 5 very satisfied

L03 In your opinion, do the employees of the enterprise/institution have sufficient skills and knowledge to work well?

- 1 yes
- 2 somewhat yes
- 3 neither one or the other
- 4 somewhat no
- 5 no

L04 What is the main method for bringing necessary skills and knowledge to the enterprise/institution?

- 1 The training of existing employees, creation of educational opportunities for them
- 2 Recruitment of workers, followed by their training, creation of educational opportunities for them
- 3 Recruiting of workers possessing the necessary skills and knowledge

Thank you for your cooperation!

GENERAL COMMENTS REGARDING THE REPORT

Please assess how much time was required for you to complete this report, including familiarisation with the instructions and advance preparation of data. Please mark the total amount of time spent by employees

..... hours
..... minutes

**Appendix 2. Compilation instructions for "Work Life Survey 2009.
Enterprises' survey."**

INSTRUCTIONS FOR PREPARING THE REPORT “ENTERPRISES’ WORK LIFE SURVEY”

The purpose of the Survey is to collect data for use in the official statistical survey “Work Life” (survey code 40901), the objective of which is to obtain information concerning the organisation of work and work time, occupational health, payment of employees, development of employees, inclusion and the collective employment relationship. The “Work Life Survey” is being conducted for the first time in Estonia and the plan is in the future to turn it into a periodical base survey. Data collected during the Survey will be used to conduct a scientific analysis of work life and to analyse policies affecting work life.

The target group of the Survey are companies (public limited companies, private limited companies), third sector organisations (foundations, non-profit associations) and public law agencies (state and local government institutions). The Survey is planned to have two stages. In the first stage, the head or deputy head of your enterprise/institution completes the “Enterprises’ Work Life Survey” using eSTAT. In the second stage, the employees of your enterprise/institution will participate in the “Estonian Work Life Survey”, with the survey samples based on the list of employees prepared on the basis of the Tax Board’s database. Preparation of the list of employees is in harmony with the Personal Data Protection Act. The correctness of your data ensures the accuracy of statistical information. Statistics Estonia ensures data protection – the data you submit is used only for producing statistics. The simplest and most environmentally friendly means by which to submit reports is via the electronic data submission channel eSTAT, which can be found on our website <http://www.stat.ee/> or at the address <https://estat.stat.ee/>. Also available are instructions for joining and using eSTAT.

We ask that you complete the “Enterprise Work Life Survey” (complete the questionnaire) in eSTAT. If you are unable to use eSTAT, the channel for submitting data electronically, you can complete the Survey questionnaire on paper by printing out a copy of the Survey.

When completing the paper form of the questionnaire, please abide by the following rules:

- questions with existing multiple-choice answers: mark (circle, underline) the multiple-choice answers you find suitable;
- questions which require free answers: write your response in the provided space (field);
- follow the directional questions following the questions: Depending on your answers, it may happen that you do not need to answer the subsequent questions and should continue after skipping over multiple questions. By doing so, you will spend less time completing the report.
- the response “delete response” is intended for use on electronic reports, if the changing of the directional question results in the skipping of the following question. When completing the paper form questionnaire, please do not mark this variant.

We recommend that you keep a copy of the completed questionnaire (either on paper or as a file). This will facilitate the resolution of any questions that may arise as well as the preparation of the report for the following period.

When completing the report, you will find help in the instructions for preparing the “Enterprise Work Life Survey”, which opens when completing the eSTAT report. If you have any questions, please call the Contact Centre of Respondents (tel: +372 625 9100, klienditugi@stat.ee).

Definitions and explanations used in the report

Questions in the definitions and explanations are marked with a letter number combination (e.g. A01, F09). The letter denotes the section of the report and the number designates the number of the question in the corresponding section. Possible response “delete response” is intended for use if the changing of the directional question results in the skipping of the following question.

EXPLANATIONS OF TABLES

Row/column code	Entry	Explanation
PART C	ENTERPRISE/INSTITUTION EMPLOYEES	
C01	Number of employees in the enterprise/institution	excluded are those whose work relationship has been suspended (for example, those on parental leave and those taking part in compulsory military service) and rented employees.
C06A	Employment contract	the agreement between the employee and the employer, under which the employee commits to perform work for the employer, obeying the employer's directions and control. The employer in turn agrees to pay the employee for the work performed as well as guaranteeing the provision of employment conditions as prescribed in the agreement, collective agreement, by law or administrative act.
C06B	Contract for services	written contract, on the basis of which the employee undertakes to perform specific work at a certain time. By a Contract for Services, one person (the contractor) undertakes to manufacture or modify a thing or to achieve any other agreed result by providing a service (work), and the other person (the customer) undertakes to pay remuneration for it. A Contract for Services is always concluded for a specified term.
C06C	Contract of service, public service	involves working for a state or local government agency
C06D	Authorisation agreement	by an <u>authorisation agreement</u> , one person (the mandatary) undertakes to provide services (or perform the mandate) to another person (the mandator) pursuant to an agreement and the mandator undertakes to pay remuneration to the mandatary. Such an agreement is not directed towards achieving a specific result, but instead to the performance of certain works during a specific period.
C06E	Oral contract, oral agreement	the contract is generally in written form; however, as an exception, it is permissible, pursuant to the Employment Contracts Act, to conclude an oral contract of employment if the employee is hired to perform such work, the duration of which does not exceed two weeks. An oral employment contract is deemed to have been concluded when the employee is permitted to begin work.
C08	Restraint of trade clause, duty to maintain confidentiality	<p>A restraint of trade clause means that during the employment relationship or after its expiry the employee may not commence to work for direct competitors, since the employee is privy to internal secrets and tactics that are easy to use to the detriment of the employer. The restraint of trade clause agreement may be valid for up to one year after the expiry of the employment relationship. In the case of a valid restraint of trade clause the employer is required to pay the employee compensation following the expiry of the employment relationship.</p> <p>The duty to maintain confidentiality is the Employee's obligation to keep confidential any facts which he/she has become aware of during the performance of work assignments, the confidentiality of which is a legitimate interest of the Employer. Above all, the Employee must keep the Employer's production or business secrets. The duty to maintain confidentiality is also valid after the end of the employment relationship to the extent required to protect the Employer's legitimate interests. The former Employer is not required to pay compensation for the duty to maintain confidentiality following the conclusion of the employment relationship.</p>
PART E	WORK ORGANISATION	

Row/column code	Entry	Explanation
E03	Temporary, fixed-term contracts	contracts, the date of expiry of which is fixed with either a specific term (e.g. the return to work of a replaced worker) or the completion of work (e.g. building is painted). The end of work, term for completion of work may be fixed in the contract, in the case of an oral contract it may be designated in another manner (e.g. if it involves seasonal work, the replacement of another employee during their absence or work in a selected position).
E06	Employees who work part time or outside of workrooms for the entire working time	this refers to an organisation of work in which employees work outside of the standard workrooms, but does not include mobile workers whose work requires movement between various institutions, clients or cooperation partners.
E07	Work in this manner accounts for less than half of working time	only those employees working outside of standard workrooms (home, library, teleworking office, etc.) are asked about, but who are not mobile workers (movement between various institutions, clients or cooperation partners).
E08	Work in this manner accounts for more than half of working time	only those employees who work outside of standard workrooms (home, library, teleworking office, etc.) are asked about, but who are not mobile workers (movement between various institutions, clients or cooperation partners).
E09	Reason for such work organisation	the only question asked is the reason why employees work outside of standard workrooms (home, library, teleworking office, etc.), but are not mobile workers (movement between various institutions, clients or cooperation partners).
PART F	WORK AND HOLIDAY TIME	
F03	Part-time employees	employee working on a part-time basis, who works a part-time day or a part-time work week/month. Typically, standard full-time work is 40 hours per week. In the case of certain professions standard full-time work is below 40 hours per week.
F06	Shift work	regular organisation of work, where the enterprise/institution operates or the company provides services outside of normal hours of operation (8-17). Shift work is a type of organized work organisation where at the beginning of the shift the work is taken over from the previous shift and at the end of the shift the work is handed over to the next shift. Shift based work entails working early in the morning, at night or on weekends, and the week's rest days don't necessarily always fall on weekends, standard rest days. If the start and end time for work are fixed, then the shift based nature of the work is not discussed: for example, working permanently during the evening shift is not counted as shift work.
F08	Calculated total working time	is generally used in the case of employees working in shifts, whose work week varies in length. In the case of calculated total working time the employer takes into account that during a longer calculation period the total time worked by employees does not exceed the agreed upon standard for working time or the agreed upon volume of overtime permitted by law and agreed upon with the employee. In this form of calculation of working time the employee may work long workdays, but since on the following days the employee is not working or is working less, then their total time worked does not exceed the agreed upon working time.
PART G	RELATIONS AT PLACE OF EMPLOYMENT	
G05D	Sexual harassment	activity or situation of a sexual nature in which unwanted verbal, non-verbal or physical conduct or activity of a sexual nature occurs, with the purpose or effect of violating the dignity of a person, in particular when creating a disturbing, intimidating, hostile, degrading, humiliating or offensive environment;
PART H	COLLECTIVE EMPLOYMENT RELATIONSHIP	
H02A	Trade union established within the enterprise/institution	trade union, created by the employees of an enterprise/institution, within an enterprise/institution.

Row/column code	Entry	Explanation
H02B	Area of activity level trade union	represents people working in a specific area of activity across Estonia.
H02C	Regional level trade union	represents people working in a specific area.
H02D	Regional area of activity level trade union	represents people working in a specific field of activity in a specific area.
H06	Collective agreement	voluntary agreement between employees, union of employees (union) and the employer, association of employers (association), as well as state agencies or local governments, which regulates labour relations between employers and employees.
H07A	Enterprise/institution level contract	contract, in which the working conditions for the employees of a single organisation are agreed upon.
H07B	Area of activity level contract	contract, in which the working conditions for employees in a specific area of activity, within multiple enterprises, are agreed upon
H07C	Regional level contract	contract, in which the working conditions of employees in a specific area, within multiple enterprises and institutions, are agreed upon.
H07D	Regional area of activity contract	contract, in which the working conditions for employees in a specific field of activity and a specific area, within multiple enterprises/institutions, are agreed upon
PART I	INCLUSION OF EMPLOYEES	
I02A	Representative selected at employees' general meeting	employees' representative selected by the employees of an enterprise or institution, who also works in the same enterprise or institution. The right to vote is held by all enterprise or institution employees.
I02B	Representative elected by trade union members	employees' representative elected by trade union members.
I04	Trainings to help with representation of employees	for example, legal trainings, occupational health and safety related trainings, negotiation trainings, teamwork trainings, organisation of work, organisation, management related trainings, etc.
I05	Working environment representative	representative elected by employees regarding questions related to occupational health and safety.
I07A	Working environment council	body for co-operation between an employer and the workers' representatives, in which the enterprise's occupational health and safety related questions are resolved.
I07B	European Works Council	body for co-operation between an employer and the workers' representatives, the purpose of which is the notification and advising of employees in European Union Community-scale enterprises or groups.
PART J	OCCUPATIONAL HEALTH	
J04	Occupational accident	Damage to an employee's health or death in the enterprise or institution while performing official duties or other work performed with the permission of an enterprise or institution. Occupational accidents include accidents occurring during breaks or the performance of other actions in the interests of the enterprise or institution.
J06	Sick days taken as a result of occupational accidents	sick days which employees involved in occupational accidents have been required to take in order to recuperate from their injuries
J09A	Working environment specialist	employee competent in the fields of working environment and occupational health, whom the employer has authorised to perform occupational health and safety related tasks.
J09B	Working environment council	body for co-operation between an employer and the workers' representatives, in which the enterprise's occupational health and safety related questions are resolved.
J13	Evaluation of health risks	activity, during the course of which the enterprise/institution undergoes a systematic and complete overview, which working environment and organisation of work dangers are present in the enterprise/institution and which employees come in contact with those dangers while working.

Controls:

Note!

If >0, this means that the field must have a figure greater than zero

If <=, this means that the field must have a figure less than zero

If = 0, this means that the field must have a figure of zero

If >ZERO, this means that the field must be completed

If =ZERO, this means that the field must be left blank

Direction controls

Control	Explanation
IF (RC04DV1>0), THEN (RC04muuV1!=ZERO)	If at the request of the enterprise the employees have departed for another reason (a figure greater than 0 is marked in field C04D is marked), then the other reason must also be written
IF (RC04DV1=0), THEN (RC04other V1=ZERO)	If the employees have not departed at the request of the enterprise for another reason (0 is marked in field C04D), then another reason cannot be written
IF (RC07V1=1), THEN (RC08A V1!=ZERO)	If there are employees in the enterprise/institution whose contract includes a restraint of trade clause or duty to maintain confidentiality (C07 is yes), then the number of employees subject to a restraint of trade must be marked (if it is not, then 0 must be marked)
IF (RC07V1=2), THEN (RC08A V1=ZERO)	If there are no employees in the enterprise/institution, whose contract includes a restraint of trade clause or duty to maintain confidentiality (C07 is no), then the field with the number of employees subject to a restraint of trade must be blank
IF (RC07V1=1), THEN (RC08B V1!=ZERO)	If there are employees in the enterprise/institution, whose contract includes a restraint of trade clause or duty to maintain confidentiality (C07 is yes), then the number of employees with the duty to maintain confidentiality must be marked (if it is not, then 0 must be marked)
IF (RC07V1=2), THEN (RC08B V1=ZERO)	If there are no employees in the enterprise/institution whose contract includes a restraint of trade clause or duty to maintain confidentiality (C07 is no), then the field with the number of employees with a duty to maintain confidentiality must be blank
IF (RE03V1=1), THEN (RE04 V1>0)	If there are employees in the enterprise/institution with a temporary/fixed-term contract (E03 is yes), then the number of such employees must be marked and be greater than 0
IF (RE03V1=2), THEN (RE04 V1=NULL)	If there are no employees in the enterprise/institution with temporary, fixed-term contracts (E03 is no), then the field with the number of those employees must be blank
IF (RE03V1=1), THEN ((RE05 V1!=ZERO) AND (RE05 V1!=99))	If there are employees in the enterprise/institution with temporary, fixed-term contracts (E03 is yes), then the reason must be marked
IF (RE03V1=2), THEN ((RE05 V1=ZERO) OR (RE05 V1=99))	If there are no temporary/fixed-term contract employees in the enterprise/institution (E03 is no), then the field with the reason must be blank
IF (RE05V1=8), THEN (RE05other V1!=ZERO)	If there are employees in the enterprise/institution with temporary, fixed-term contracts for another reason (E05 is other), then the other reason must be written (E05other is completed)
IF (RE05V1<8), THEN (RE05other V1=ZERO)	If there is another reason why there are no temporary/fixed-term contract employees in the enterprise/institution, then the field containing the explanation for another reason must be blank (E05other is no)
IF (RE06V1=1), THEN ((RE07 V1!=ZERO) AND (RE07 V1!=99))	If there are teleworkers (E06 is yes) employed by the enterprise/institution, then an answer must be provided as to how many are working in this way less than half the working time (E07>=1)
IF (RE06V1=2), THEN ((RE07 V1=ZERO) OR (RE07 V1=99))	If there are no teleworkers (E06 is no) employed by the enterprise/institution, then the field for the number of such employees must be empty (E07 is blank)
IF (RE06V1=1), THEN ((RE08 V1!=ZERO) AND (RE08V1!=99))	If there are teleworkers (E06 is yes) employed by the enterprise/institution, then an answer must be provided as to how many are working in this way for more than half the working time (E08>=1)
IF (RE06V1=2), THEN ((RE08 V1=ZERO) OR (RE08 V1=99))	If there are no teleworkers (E06 is no) employed by the enterprise/institution, then the field for the number of such employees must be empty (E08 is blank)

Control	Explanation
IF (RE06V1=1), THEN ((RE09V1!=ZERO) AND (RE09V1!=99))	If there are teleworkers (E06 is yes) employed by the enterprise/institution, then the primary reason must be marked (E09>=1)
IF (RE06V1=2), THEN ((RE09V1=ZERO) OR (RE09V1=99))	If there are no teleworkers (E06 is no) employed by the enterprise/institution, then the field for the main reason must be blank (E09 is unfilled)
IF (RE09V1=6), THEN (RE09other V1!=ZERO)	If there are teleworkers employed by the enterprise/institution for another reason (E09=6), then the other reason must be written (E09other is completed)
IF (RE09V1<6), THEN (RE09other V1=ZERO)	If there is another reason why there are no teleworkers employed by the enterprise/institution (E09<6), then the field for the main reason must be empty (E09other is blank)
IF (RE06V1=1), THEN ((RE10AV1!=ZERO) AND (RE10AV1!=99))	If there are teleworkers (E06 is yes) employed by the enterprise/institution, then an answer must be given as to whether they are being instructed in the field of occupational health (E10A>=1)
IF (RE06V1=2), THEN ((RE10AV1=ZERO) OR (RE10AV1=99))	If there are no teleworkers (E06 is no) employed by the enterprise/institution, then question E10 must be left unanswered (E10A is blank)
IF (RE06V1=1), THEN ((RE10BV1!=ZERO) AND (RE10BV1!=99))	If there are teleworkers (E06 is yes) employed by the enterprise/institution, then an answer must be given as to whether they are being controlled in the field of occupational health (E10B>=1)
IF (RE06V1=2), THEN ((RE10BV1=ZERO) OR (RE10BV1=99))	If there are no teleworkers (E06 is no) employed by the enterprise/institution, then question E10 must be left unanswered (E10B is blank)
IF (RF03V1>0), THEN ((RF04V1!=ZERO) AND (RF04V1!=99))	If there are part-time employees (F03>0) employed by the enterprise/institution, then the main reason for working part-time must be marked (F04 is completed)
IF (RF03V1=0), THEN ((RF04V1=ZERO) OR (RF04V1=99))	If there are no part-time employees (F03=0) employed by the enterprise/institution, then the main reason for working part-time must be left unspecified (F04 is blank)
IF (RF06V1=1), THEN (RF07V1!=ZERO)	If there are shift workers (F06 is yes) employed by the enterprise/institution, then the number of such workers must be noted (F07 is completed)
IF (RF06V1=2), THEN (RF07V1=ZERO)	If there are no shift workers (F06 is no) employed by the enterprise/institution, then the number of such workers must be left unspecified (F07 is blank)
IF (RF09V1>1), THEN ((RF10V1!=ZERO) AND (RF10V1!=99))	If overtime (F09>1) has been performed in the enterprise/institution, then the attitudes of employees regarding this must be noted (F10 is completed)
IF (RF09V1=1), THEN ((RF10V1=ZERO) OR (RF10V1=99))	If overtime (F09 is completed: no one works) is not performed in the enterprise/institution, then the attitude of the employees regarding this must be left unspecified (F10 is not completed)
IF (RF09V1>1), THEN ((RF11AV1!=ZERO) AND (RF11AV1!=99))	If overtime occurs in the enterprise/institution (F09>1), then a response must be given as to whether this is compensated monetarily (F11A is completed)
IF (RF09V1=1), THEN ((RF11AV1=ZERO) OR (RF11AV1=99))	If overtime is not performed in the enterprise/institution (F09 is answered: no one works), then it cannot be answered, whether this is compensated monetarily (F11A is blank)
IF (RF09V1>1), THEN ((RF11BV1!=ZERO) AND (RF11BV1!=99))	If overtime takes place in the enterprise/institution (F09>1), then a response must be given as to whether this is compensated with days off (F11B is completed)
IF (RF09V1=1), THEN ((RF11BV1=ZERO) OR (RF11BV1=99))	If overtime does not take place in the enterprise/institution (F09 is answered: no one works), then it cannot be answered whether it is compensated with days off (F11B is blank)
IF (RG02V1=1), THEN ((RG02AV1!=ZERO) AND (RG02AV1!=99))	If there have been conflicts within the enterprise/institution (G02 is yes), then the main reason for these conflicts must be noted (G02A is completed)
IF (RG02V1=2), THEN ((RG02AV1=ZERO) OR (RG02AV1=99))	If there have been no conflicts within the enterprise/institution (G02 is no), then their main reason must be left unspecified (G02A is blank)
KUI (RG02AV1=8), THEN (RG02Aother V1!=ZERO)	If there is another cause for conflicts within the enterprise or institution (G02A=8), then the reason must be written (G02A other is completed)
IF (RG02AV1<8), THEN (RG02Aother V1=ZERO)	If there is no other cause for a conflict within the enterprise/institution (G02A<8), then the other reason must left unspecified (G02A other is blank)
IF (RG02V1=1), THEN ((RG03V1!=ZERO) AND (RG03V1!=99))	If there have been conflicts within the enterprise/institution (G02 is yes), then the main method of resolution used must be noted (G03 is completed)

Control	Explanation
IF (RG02V1=2), THEN ((RG03V1=ZERO) OR (RG03V1=99))	If there have been no conflicts within the enterprise/institution (G02 is no), then their main reason must be left unspecified (G03 is not completed)
IF (RG03V1=10), THEN (RG03other V1!=ZERO)	If conflicts within the enterprise or institution are resolved in another manner (G03A=10), then the other method must be written (G03 other is completed)
IF (RG03V1<10), THEN (RG03other V1=ZERO)	If conflicts within the enterprise/institution have not been resolved in another manner (G023<10), then the manner must be left unspecified (G03 other is not completed)
IF ((RG04AV1=1) or (RG04BV1=1) or (RG04CV1=1) of (RG04DV1=1)), THEN ((RG05V1!=ZERO) AND (RG05V1!=99))	If employees have been insulted, assaulted, disturbed, etc., within the enterprise/institution (G04A, G04B, G04C or G04D are yes), then the method of resolution must be specified (G05 is completed)
IF ((RG04AV1=2) and (RG04BV1=2) and (RG04CV1=2) and (RG04DV1=2)), THEN ((RG05V1=ZERO) OR (RG05V1=99))	If employees have not been insulted, assaulted, disturbed, etc., within the enterprise/institution (G04A, G04B, G04C or G04D are no), then the method of resolution must not be specified (G05 is blank)
IF (RG05V1=5), THEN (RG05otherV1!=ZERO)	If insults, assaults and harassments of employees within the enterprise/institution are resolved in another manner (G05=5), then the other method must be specified (G05 other is completed)
KUI (RG05V1<5), SIIS (RG05muuV1=NULL)	If insults, assaults and harassments, etc. of employees within the enterprise/institution are not resolved in another manner, (G05<5), then the other manner must not be specified (G05 other is blank)
IF (RH01V1=1), THEN ((RH02AV1!=ZERO) AND (RH02AV1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then it must be answered whether it is a trade union created within the enterprise/institution (H02A is completed)
IF (RH01V1=2), THEN ((RH02AV1=ZERO)OR (RH02AV1=99))	If there is no trade union within the enterprise/institution (H01 is no), then an answer cannot be given regarding which trade union (H02A is blank)
IF (RH01V1=1), THEN ((RH02BV1!=ZERO) AND (RH02BV1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then an answer shall be given as to whether it is a trade union in the area of activity (H02B is completed)
IF (RH01V1=2), THEN ((RH02BV1=ZERO) OR (RH02BV1=99))	If there is no trade union within the enterprise/institution (H01 is no), then an answer cannot give as to which trade union (H02B is blank)
IF (RH01V1=1), THEN ((RH02CV1!=ZERO) AND (RH02CV1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then it must be answered whether it is a regional level trade union (H02C is completed)
IF (RH01V1=2), THEN ((RH02CV1=ZERO) OR (RH02CV1=99))	If there is no trade union in the enterprise/institution (H01 is no), then an answer cannot be given as to which trade union (H02C is blank)
IF (RH01V1=1), THEN ((RH02DV1!=ZERO) AND (RH02DV1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then it must be answered whether it is a regional level of activity trade union (H02D is completed)
IF (RH01V1=2), THEN ((RH02DV1=ZERO) OR (RH02DV1=99))	If there is no trade union within the enterprise/institution (H01 is no), then an answer cannot give as to which trade union (H02D is blank)
IF (RH01V1=1), THEN ((RH03V1!=ZERO) AND (RH03V1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then it must be answered how many employees are members (H03 is completed)
IF (RH01V1=2), THEN ((RH03V1=ZERO) OR (RH03V1=99))	If there is no trade union within the enterprise/institution (H01 is no), then an answer cannot be given as to how many employees are members (H03 is blank)
IF (RH01V1=1), THEN ((RH04V1!=ZERO) AND (RH04V1!=99))	If there is a trade union within the enterprise/institution (H01 is yes), then an answer must be given as to how effectively the trade union is functioning (H04 is completed)
IF (RH01V1=2), THEN ((RH04V1=ZERO) OR (RH04V1=99))	If there is no trade union within the enterprise/institution (H01 is no), then an answer cannot be given as to how effectively the trade union is functioning (H04 is blank)

Control	Explanation
IF (RH06V1=1), THEN ((RH07AV1!=ZERO) AND (RH07AV1!=99))	If there is a collective agreement within the enterprise/institution (H06 is yes), then an answer cannot be given as to whether it is an enterprise/institution level collective agreement (H07A is completed)
IF (RH06V1=2), THEN ((RH07AV1=ZERO) OR (RH07AV1=99))	If there is no collective agreement within the enterprise/institution (H06 is no), then an answer cannot be given as to the type of collective agreement (H07A is blank)
IF (RH06V1=1), THEN ((RH07BV1!=ZERO) AND (RH07BV1!=99))	If there is a collective agreement within the enterprise/institution (H06 is yes), then an answer must be as to whether it is an activity level collective agreement (H07B is completed)
IF (RH06V1=2), THEN ((RH07BV1=ZERO) OR (RH07BV1=99))	If there is no collective agreement within the enterprise/institution (H06 is no), then an answer cannot be given as to what the type of collective agreement (H07B is blank)
IF (RH06V1=1), THEN ((RH07CV1!=ZERO) AND (RH07CV1!=99))	If there is a collective agreement within the enterprise/institution (H06 is yes), then it an answer shall be given as to whether it is a regional level collective agreement (H07C is completed)
IF (RH06V1=2), THEN ((RH07CV1=ZERO) OR (RH07CV1=99))	If there is no collective agreement within the enterprise/institution (H06 is no), then an answer cannot be given as to the type of collective agreement (H07C is blank)
IF (RH06V1=1), THEN ((RH07DV1!=ZERO) AND (RH07DV1!=99))	If there is a collective agreement within the enterprise/institution (H06 is yes), then it must be answered whether it is a regional activity level collective agreement (H07D is completed)
IF (RH06V1=2), THEN ((RH07DV1=ZERO) OR (RH07DV1=99))	If there is no collective agreement in the enterprise/institution (H06 is no), then an answer cannot be given as to the type of collective agreement (H07D is blank)
IF (RH06V1=1), THEN (RH08V1!=ZERO)	If there is a collective agreement within the enterprise/institution (H06 is yes), then an answer must be given as to how many employees it covers (H08 is completed)
IF (RH06V1=2), THEN (RH08V1=ZERO)	If there is no collective agreement within the enterprise/institution (H06 is no), then an answer cannot be given as to how many employees are covered by it (H08 is blank)
IF ((RI02AV1=1) OR (RI02BV1=1)), THEN ((RI03V1!=ZERO) AND (RI03V1!=99))	If there is a representative within the enterprise/institution (I02A is yes and/or I02B is yes), then an answer must be given as to how well the representative is coping (I03 is completed)
IF ((RI02AV1=2) AND (RI02BV1=2)), THEN ((RI03V1=ZERO OR (RI03V1=99))	If there is no representative within the enterprise/institution (I02A and I02B are no), then an answer cannot be given as to how well the representative is coping (I03 is blank)
IF ((RI02AV1=1) OR (RI02BV1=1)), THEN ((RI04V1!=ZERO) AND (RI04V1!=99))	If there is a representative within the enterprise/institution (I02A is yes and or I02B is yes), then an answer must be given as to whether the representative has undergone training (I04 is completed)
IF ((RI02AV1=2) AND (RI02BV1=2)), THEN ((RI04V1=ZERO OR (RI04V1=99))	If there is no representative within the enterprise/institution (I02A and I02B are no), then an answer must be given as to whether the representative has attended training (I04 is blank)
IF (RH05V1=1), THEN ((RI06V1!=ZERO) AND (RI06V1!=99))	If there is a working environment representative within the enterprise/institution (I05 is yes), then an answer must be given as to how well the representative is coping (I06 is completed)
IF (RI05V1=2), THEN ((RH06V1=ZERO) OR (RI06V1=99))	If there is no working environment representative within the enterprise/institution (I05 is no), then an answer cannot be given as to how well the representative is coping (I06 is blank)
IF (RJ01V1=6), THEN (RJ01otherV1!=ZERO)	If there is another primary reason within the enterprise/institution for handling occupational health and safety (J01 is other), then an answer shall be give as to what (J01 other is completed)
IF ((RJ01V1<6) OR (RJ01V1=7)), THEN (RJ01otherV1=ZERO)	If there is no other main reason within the enterprise/institution for handling occupational health and safety (J01 is not other), then an answer cannot be given as to which (J01 other is blank)
IF (RJ04V1=1), THEN (RJ05V1!=ZERO)	If there have been occupational accidents within the enterprise/institution (J04 is yes), then an answer must be given as to how many (J05 is completed)
IF (RJ04V1=2), THEN	If there have not been any occupational accidents within enterprise/institution

Control	Explanation
(RJ05V1=ZERO)	(J04 is no), then an answer cannot be given as to how many (J05 is blank)
IF (RJ04V1=1), THEN (RJ06V1!=ZERO)	If there have been occupational accidents within the enterprise/institution (J04 is yes), then an answer must be given as to how many sick days have been taken as a result (J06 is completed)
IF (RJ04V1=2), THEN (RJ06V1=ZERO)	If there have not been any occupational accidents within the enterprise/institution (J04 is no), then an answer cannot be given as to how many sick days have been taken as a result (J06 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ10AV1!=ZERO) AND (RJ10AV1!=99))	If someone within the enterprise/institution deals with occupational health and safety related questions (J09 is yes at least once), then an answer must be given as to the manner in which he/she acquired new skills and knowledge for handling occupational health and safety questions (J10 is completed)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ10AV1=ZERO) OR (RJ10AV1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given as to the manner in which he/she acquired new skills and knowledge for handling occupational health and safety questions (J10 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ10BV1!=ZERO) AND (RJ10BV1!=99))	If there is someone within the enterprise/institution handling occupational health and safety related questions (J09 is yes at least once), an answer must be given as to the manner in which he/she acquired new skills and knowledge to deal with occupational health and safety questions (J10 is completed)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ10BV1=ZERO) OR (RJ10BV1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given as to the manner in which he/she has acquired new skills and knowledge for handling occupational health and safety questions (J10 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ10CV1!=ZERO) AND (RJ10CV1!=99))	If there is someone within the enterprise/institution handling occupational health and safety related questions (J09 is yes at least once), then an answer must be given as to the manner in which he/she has acquired new skills and knowledge for handling occupational health and safety questions (J10 is filled)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ10CV1=ZERO) OR (RJ10CV1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given as to the manner in which he/she acquired new skills and knowledge for handling occupational health and safety questions (J10 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ10DV1!=ZERO) AND (RJ10DV1!=99))	If there is someone within the enterprise/institution handling occupational health and safety related questions (J09 is yes at least once), then an answer must be given as to the manner in which he/she has acquired new skills and knowledge for handling occupational health and safety questions (J10 is completed)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ10DV1=ZERO) OR (RJ10DV1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), an answer cannot be given as to the manner in which he/she acquired new skills and knowledge for handling occupational health and safety questions (J10 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ10EV1!=ZERO) AND (RJ10EV1!=99))	If someone within the enterprise/institution deals with occupational health and safety related questions (J09 is yes at least once), then it must be answered in what way has he/she they acquired new skills and knowledge for handling occupational health and safety questions (J10 is filled)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ10EV1=ZERO) OR (RJ10EV1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given as to the manner in which he/she has acquired new skills and knowledge for handling occupational health and safety questions (J10 is blank)
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ11V1!=ZERO) AND (RJ11V1!=99))	If someone within the enterprise/institution is handling occupational health and safety related questions (J09 is yes at least once), then an answer must be given as to his/her level of knowledge (J11 is completed)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ11V1=ZERO) OR (RJ11V1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given regarding the quality of his/her knowledge (J11 is blank)

Control	Explanation
IF ((RJ09AV1=1) or (RJ09BV1=1) or (RJ09CV1=1)), THEN ((RJ12V1=ZERO) AND (RJ12V1!=99))	If there is someone within the enterprise/institution handling occupational health and safety related questions (J09 is yes at least once), then an answer must be given as to how well he/she is doing their jobs (J12 is completed)
IF ((RJ09AV1=2) and (RJ09BV1=2) and (RJ09CV1=2)), THEN ((RJ12V1=ZERO) OR (RJ12V1=99))	If there is no one within the enterprise/institution handling occupational health and safety related questions (J09 is no each time), then an answer cannot be given regarding how well he/she is doing their job (J12 is blank)
IF (RJ13FV1=1), THEN (RJ13FotherV1!=ZERO)	If the evaluation of occupation related health hazards within the enterprise/institution is organised in another manner (J13F is yes), then an answer must be given as to what manner (J13F other is completed)
IF (RJ13FV1=2), THEN (RJ13FotherV1=ZERO)	If an assessment of occupation related health hazards in the enterprise/institution is not organised in another manner (J13F is no), then an answer cannot be given as to what way (J13F other is blank)
IF ((RJ13AV1=1) or (RJ13BV1=1) or (RJ13CV1=1) or (RJ13DV1=1) or (RJ13EV1=1) or (RJ13FV1=1)), THEN ((RJ14V1=ZERO) AND (RJ14V1!=99))	If the evaluation of occupation related health hazards within the enterprise/institution is organised (J13 is yes at least once), then an answer must be given as to who is performing it (J13 is completed)
IF ((RJ13AV1=2) and (RJ13BV1=2) and (RJ13CV1=2) and (RJ13DV1=2) and (RJ13EV1=2) and (RJ13FV1=2)), THEN ((RJ14V1=ZERO) OR (RJ14V1=99))	If the evaluation of occupation related health hazards in the enterprise/institution is not organised (J13 is no each time), then an answer cannot be given as to who performs it (J14 is blank)
IF (RJ14V1=4), THEN (RJ14otherV1!=ZERO)	If someone else is organising the evaluation of work related health hazards (J14 is other), then it must be indicated whom (J14 other is completed)
IF (RJ14V1<4), THEN (RJ14otherV1=ZERO)	If someone else is not organising the evaluation of work related health hazards in the enterprise/institution (J14 is not other), then it cannot be indicated whom (J14 other is blank)
IF ((RJ13AV1=1) or (RJ13BV1=1) or (RJ13CV1=1) or (RJ13DV1=1) or (RJ13EV1=1) or (RJ13FV1=1)), THEN ((RJ15V1=ZERO) AND (RJ15V1!=99))	If the evaluation of occupation related health hazards in the enterprise/institution is organised (J13 is yes at least once), then it must be answered whether it has provided a sufficiently good overview of the hazards related to work (J15 is completed)
IF ((RJ13AV1=2) and (RJ13BV1=2) and (RJ13CV1=2) and (RJ13DV1=2) and (RJ13EV1=2) and (RJ13FV1=2)), THEN ((RJ15V1=ZERO) OR (RJ15V1=99))	If the evaluation of occupation related health hazards in the enterprise/institution is not organised (J13 is no each time), then it cannot be answered whether it has provided a sufficiently good overview of the hazards related to work (J15 is blank)
IF (RJ16V1>1), THEN ((RJ17V1=ZERO) AND (RJ17V1!=99))	If the current employees of the enterprise/institution have visited an occupational health doctor for a medical examination within the last three years (the response to J16 is not: no one), then it must be answered whether employees undergoing medical examinations have provided feedback of sufficient quality for improving the safety of the work environment and work organisation (J17 is completed)
IF (RJ16V1=1), THEN ((RJ17V1=ZERO) OR (RJ17V1=99))	If the current employees of the enterprise/institution have not visited an occupational health doctor for a medical examination within the last three years (the response to J16 is: no one), then it cannot be answered whether employees undergoing medical examinations has provided feedback of sufficient quality for improving the safety of the work environment and work organisation (J17 is blank)
IF (RJ18DV1=1), THEN (RJ18DotherV1!=ZERO)	If there are other options for promoting the health of employees offered in the enterprise/institution (J18D is yes), then a description of those options must be given (J18D other is completed)
IF (RJ18DV1=2), THEN (RJ18DotherV1=ZERO)	If there are no other options for promoting the health of employees offered in the enterprise/institution (J18D is yes), then a description of the options cannot be given (J18D other is blank)

Value limits

Control	Explanation
RC01V1<=9997	The enterprise/institution must have fewer than 9997 employees
RC02AV1<=9997	The enterprise/institution must have fewer than 9997 managers
RC02BV1<=9997	The enterprise/institution must have fewer than 9997 unskilled workers
RC03V1<=9997	The enterprise/institution must have fewer than 9997 newly hired employees
RC04AV1<=9997	The enterprise/institution must have fewer than 9997 laid-off employees
RC04BV1<=9997	The enterprise/institution must have fewer than 9997 dismissed employees
RC04CV1<=9997	The enterprise/institution must have fewer than 9997 employees that have departed due to the expiry of fixed-term contracts
RC04DV1<=9997	The enterprise/institution must have fewer than 9997 employees that have departed for other reasons
RC05V1<=9997	The enterprise/institution must have less than 9997 employees that have left of their own free will within the last 12 months.
RC06AV1<=9997	The enterprise/institution must have fewer than 9997 employees with a contract of employment
RC06BV1<=9997	The enterprise/institution must have fewer than 9997 employees with a contract of services
RC06CV1<=9997	In the enterprise/institution there must be at less than 9997 employees with a contract of service in public service
RC06DV1<=9997	The enterprise/institution must have fewer than 9997 employees with an authorisation agreement
RC06EV1<=9997	There must be fewer than 9997 employees working in the enterprise/institution under an oral contract, oral agreement
RC08AV1<=9997	The enterprise/institution must have fewer than 9997 employees with a restraint of trade clause in their employment contracts
RC08BV1<=9997	There must be fewer than 9997 employee contracts in the enterprise/institution containing a duty to maintain confidentiality
IF (RE03V1=1), THEN (RE04V1>=1)	There must be at least 1 employee in the enterprise/institution working with a temporary, fixed-term contract, since it was noted before that there are employees with temporary, fixed-term contracts in the enterprise/institution (E03=1)
RE04V1<=9997	There must be fewer than 9997 employee in the enterprise/institution working with a temporary, fixed-term contract
RF03V1<=9997	The enterprise/institution must have fewer than 9997 employees working part-time
IF (RF06V1=1), THEN (RF07V1>=1)	It cannot be marked that the enterprise/institution has 0 shift workers, since it was marked previously that the enterprise/institution has shift workers (F06 is yes)
RF07V1<=9997	There must be fewer than 9997 shift workers working in the enterprise/institution
IF (RH06V1=1), THEN (RH08V1>=1)	It cannot be marked that the enterprise/institution has 0 workers with collective agreements, since it was marked previously that working conditions in the enterprise/institution are agreed upon with a collective agreement (H06 is yes)
RH08V1<=9997	The enterprise/institution must have fewer than 9997 employees working under a collective agreement
IF (RJ04V1=1), THEN (RJ05V1>=1)	It cannot be marked that 0 occupational accidents occurred in the enterprise/institution, since it was marked previously that occupational accidents have happened in the enterprise/institution (J04 is yes)
RJ05V1<=497	Fewer than 497 occupational accidents must have occurred in the enterprise/institution
RJ06V1<= 497	Fewer than 497 sick days must have been used in the enterprise/institution due to occupational accidents
RminutitV1<= 59	Must be marked up to 60 minutes

Logical controls between traits

Control	Explanation
RC02AV1+RC02BV1 +RC02CV1 =RC01V1	The total number of directors, salaried workers and other employees (C02) must equal the number of employees in the enterprise/institution (C01)
RC06AV1+RC06BV1 +RC06CV1+RC06DV1 +RC06EV1 <=RC01V1	The number of employees employed under various contracts (C06) cannot exceed the number of employees in the enterprise/institution (C01)
RC08AV1 <=RC01V1	The number of employees whose contract includes a restraint of trade clause (C08A), cannot exceed the total number of enterprise/institution employees (C01)
RC08BV1 <=RC01V1	The number of employees whose contract includes an obligation to maintain confidentiality clause (C08B) cannot exceed the total number of enterprise/institution employees (C01)
RE04V1 <=RC01V1	The number of employees with temporary, fixed-term contracts (E04) cannot exceed the total number of enterprise/institution employees (C01)
IF (RE06V1=1), THEN (RE07V1 + RE08V1>2)	If the enterprise/institution has employees utilising the teleworking option (E06 is yes), then it cannot be marked that no employee is working less than half of working time using this method (E07 is answered: nobody is working) as well as more than half of working time (E08 is answered: nobody is working)
RF03V1 <=RC01V1	The number of part-time employees (F03) cannot exceed the total number of enterprise/institution employees (C01)
RF07V1 <=RC01V1	The number of shift workers (F07) cannot exceed the total number of enterprise/institution employees (C01)
RH08V1 <=RC01V1	The number of collective agreement employees (H08) cannot exceed the total number of enterprise/institution employees (C01)
IF (RC07V1=1), THEN (RC08AV1+ RC08BV1 > 0)	If there are employees in the enterprise/institution, whose contract includes a restraint of trade clause or obligation to maintain confidentiality (C07 is yes), then at least one employee with the obligation to maintain confidentiality or restraint of trade clause must be marked (C08 must be greater than 0)
IF ((RI02AV1=2) AND (RI02BV1=2) and RI05V1=2)), THEN RI08V1!=3)	If there is no representative or working environment representative within the enterprise/institution (response is no to I02 and I05), then it cannot be answered that the representative or working environment representative provides information on the organisation of work (I08=3)
IF (RE06V1=1), THEN (RE07V1+ RE08V1<10)	No more than 100% of employees in the enterprise/institution may be working part-time and completely via teleworking (E07 is selected larger variant than 5 and E08 is selected larger variant than 5)
RC06AV1 + RC06BV1 + RC06CV1 + RC06DV1 + RC06EV1 > 0	Contracts of some type must be concluded with employees! Please note what contracts are concluded with how many employees! (question C06A, C06B, C06C C06D, or C06E must be greater than 0)

Logical controls with a radio button for mandatory traits

Control	Explanation
RC07V1 > ZERO	Question C07 must be answered!
RE01 V1 > ZERO	Question E01 must be answered!
RE02V1 > ZERO	Question E02 must be answered!
RE03V1 > ZERO	Question E03 must be answered!
RE06 V1 > ZERO	Question E06 must be answered!
RE11V1 > ZERO	Question E11 must be answered!
RE12AV1 > ZERO	Question E12A must be answered!
RE12BV1 > ZERO	Question E12B must be answered!
RE12C V1 > ZERO	Question E12C must be answered!
RE12DV1 > ZERO	Question E12D must be answered!
RE12EV1 > ZERO	Question E12E must be answered!
RE12FV1 > ZERO	Question E12F must be answered!
RE12GV1 > ZERO	Question E12G must be answered!
RF01V1 > ZERO	Question F01 must be answered!

Control	Explanation
RF02V1 > ZERO	Question F02 must be answered!
RF05AV1 > ZERO	Question F05A must be answered!
RF05BV1 > ZERO	Question F05B must be answered!
RF05CV1 > ZERO	Question F05C must be answered!
RF06V1 > ZERO	Question F06 must be answered!
RF08V1 > ZERO	Question F08 must be answered!
RF09V1 > ZERO	Question F09 must be answered!
RG01V1 > ZERO	Question G01 must be answered!
RG02V1 > ZERO	Question G02 must be answered!
RG04AV1 > ZERO	Question G04A must be answered!
RG04BV1 > ZERO	Question G04B must be answered!
RG04CV1 > ZERO	Question G04C must be answered!
RG04DV1 > ZERO	Question G04D must be answered!
RH01V1 > ZERO	Question H01 must be answered!
RH05V1 > ZERO	Question H05 must be answered!
RH06V1 > ZERO	Question H06 must be answered!
RH09V1 > ZERO	Question H09 must be answered!
RI01AV1 > ZERO	Question I01A must be answered!
RI01BV1 > ZERO	Question I01B must be answered!
RI01CV1 > ZERO	Question I01C must be answered!
RI02AV1 > ZERO	Question I02A must be answered!
RI02BV1 > ZERO	Question I02B must be answered!
RI05V1 > ZERO	Question I05 must be answered!
RI07AV1 > ZERO	Question I07A must be answered!
RI07BV1 > ZERO	Question I07B must be answered!
RI08V1 > ZERO	Question I08 must be answered!
RI09V1 > ZERO	Question I09 must be answered!
RI10V1 > ZERO	Question I10 must be answered!
RJ01V1 > ZERO	Question J01 must be answered!
RJ02V1 > ZERO	Question J02 must be answered!
RJ03AV1 > ZERO	Question J03A must be answered!
RJ03BV1 > ZERO	Question J03B must be answered!
RJ03CV1 > ZERO	Question J03C must be answered!
RJ03DV1 > ZERO	Question J03D must be answered!
RJ03EV1 > ZERO	Question J03E must be answered!
RJ03FV1 > ZERO	Question J03F must be answered!
RJ03GV1 > ZERO	Question J03G must be answered!
RJ03HV1 > ZERO	Question J03H must be answered!
RJ03IV1 > ZERO	Question J03I must be answered!
RJ03JV1 > ZERO	Question J03J must be answered!
RJ03KV1 > ZERO	Question J03K must be answered!
RJ03LV1 > ZERO	Question J03L must be answered!
RJ03MV1 > ZERO	Question J03M must be answered!
RJ04V1 > ZERO	Question J04 must be answered!
RJ07AV1 > ZERO	Question J07A must be answered!
RJ07BV1 > ZERO	Question J07B must be answered!
RJ07CV1 > ZERO	Question J07C must be answered!
RJ07DV1 > ZERO	Question J07D must be answered!
RJ08V1 > ZERO	Question J08 must be answered!
RJ09AV1 > ZERO	Question J09A must be answered!
RJ09BV1 > ZERO	Question J09B must be answered!

Control	Explanation
RJ09CV1 > ZERO	Question J09C must be answered!
RJ13AV1 > ZERO	Question J13A must be answered!
RJ13BV1 > ZERO	Question J13B must be answered!
RJ13CV1 > ZERO	Question J13C must be answered!
RJ13DV1 > ZERO	Question J13D must be answered!
RJ13EV1 > ZERO	Question J13E must be answered!
RJ13FV1 > ZERO	Question J13F must be answered!
RJ16V1 > ZERO	Question J16 must be answered!
RJ18AV1 > ZERO	Question J18A must be answered!
RJ18BV1 > ZERO	Question J18B must be answered!
RJ18CV1 > ZERO	Question J18C must be answered!
RJ18DV1 > ZERO	Question J18D must be answered!
RK01V1 > ZERO	Question K01 must be answered!
RK02V1 > ZERO	Question K02 must be answered!
RK03V1 > ZERO	Question K03 must be answered!
RK04V1 > ZERO	Question K04 must be answered!
RK05V1 > ZERO	Question K05 must be answered!
RK06V1 > ZERO	Question K06 must be answered!
RL01V1 > ZERO	Question L01 must be answered!
RL02V1 > ZERO	Question L02 must be answered!
RL03V1 > ZERO	Question L03 must be answered!
RL04V1 > ZERO	Question L04 must be answered!

Symbols used in the report

xxxxx denotes cells which do not have to be completed.

Clauses in front of names denote subdivisions.

* denotes cells, the completion of which is mandatory.

We ask that Statistics Estonia be notified of amendment to the enterprise's general data.

Additional information regarding the submission and completion of the reporting form is available via telephone +372 625 9100 or e-mail klienditugi@stat.ee

Appendix 3. Questionnaire "Work Life Survey 2009. Employees' survey."

ESTONIAN WORKLIFE SURVEY 2009

Employee questionnaire

PART A	Interviewer's part.....	2
PART YA	General data of the household and the members	3
PART YC	Demographical data	3
PART B	Work	4
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PART D	Relationships at work	8
PART E	Collective employment relationship.....	9
PART F	Employee involvement	10
PART G	Occupational health	11
PART H	Remuneration.....	13
PART YEL	Person's education	14
PART I	Second jobs	15
PART YG	Person's health	15
	Interviewer's part (continued)	16

Number of the household |_|_|_|_|_|_|_|_|_|_|

PART A. INTERVIEWER'S PART

Styp	Survey type 1 LAPTOP SURVEY 2 QUESTIONNAIRE SURVEY
Mod	MODE: 1 – INTERVIEWER 2 – CODER
Int	INTERVIEWER'S NUMBER _ _ _
Sa	NUMBER OF THE SURVEY AREA
Head	NUMBER OF THE AREA OF THE SURVEY MANAGER
A01	SURVEY DATE A01K. DATE OF CONTINUING IF INTERRUPTED SURVEY
A	_ DAY _ DAY
B	_ MONTH _ MONTH
C	_ _ YEAR _ _ YEAR
A02	SURVEY STARTED A02K. TIME OF CONTINUING IF INTERRUPTED SURVEY
A	_ HOUR _ HOUR
B	_ MINUTES _ MINUTES
A03	PLACE OF INTERVIEW 1 RESPONDENT'S PLACE OF RESIDENCE 2 RESPONDENT'S OFFICE/SCHOOL 3 RESPONDENT'S RELATIVES', FRIENDS' PLACE OF RESIDENCE 4 INTERVIEWER'S OFFICE/PLACE OF RESIDENCE 5 OTHER [SPECIFY].....
A04	PLACE OF RESIDENCE OF THE HOUSEHOLD Village/small town/town/city
A04AK	Settlement's code _ _ _
Type name	Type of settlement (village, small town, town, city) <i>Filled out automatically!</i>
Type	Code of the settlement's type _ <i>Filled out automatically!</i>
Rural-municipality-name	Name of the rural municipality/city <i>Filled out automatically!</i>
Rural municipality	Code of the rural municipality/city _ _ _ <i>Filled out automatically!</i>
County	Name of the county <i>Filled out automatically!</i>
County	Code of the county _ _ <i>Filled out automatically!</i>

HOW TO USE THE QUESTIONNAIRE

- THE FIRST COLUMN STATES THE NAME OF THE ATTRIBUTE
- THE LAST COLUMN OR ANSWER IS FOLLOWED BY GUIDING QUESTION WHICH SHOULD BE ASKED NEXT
- IF NECESSARY, THE GUIDING QUESTION IS BEFORE THE QUESTION
- TEXT IN ITALICS CONTAINS ADDITIONAL INFORMATION
- ALL TEXT IN LOWERCASE SHOULD BE READ TO THE RESPONDENT UNTIL THE END OF THE SENTENCE CHARACTER: PERIOD OR QUESTION MARK. IF THE PERIOD OR QUESTION MARK IS AFTER THE ANSWERS, THESE SHOULD ALSO BE READ OUT
- IF THREE PERIODS PRECEDE THE SUBQUESTION, THE INTERROGATIVE QUESTION IN THE MAIN QUESTION, WHICH ENDS WITH THE THREE PERIODS, SHOULD BE READ OUT
- THE OPTION 'OTHER' SHOULD BE READ OUT, IF IT IS IN LOWERCASE AND SHOULD NOT BE READ OUT, IF IT IS IN CAPITAL LETTERS
- THE TEXT IN CAPITAL LETTERS IS INFORMATION FOR THE INTERVIEWER AND THIS IS NOT READ OUT

☀ THIS SIGN MEANS THAT YOU HAVE TO USE THE MAP BOOK. THE WORD 'MAP' IS USED FOR THIS IN THE DATA ENTRY PROGRAM.

PART YA. GENERAL DATA OF THE HOUSEHOLD AND THE MEMBERS

The first part of the survey is about the general data of your household and the members of your household. A household is mainly a group of people who share living quarters, i.e. live on the same address and use the same financial and/or food resources. People who belong to a household are members of the household. A person living alone is also a household.

MEMBERS OF A HOUSEHOLD ARE PEOPLE, WHO SHARE THE HOUSEHOLD'S EXPENSES AND LIVING QUARTERS AND DO NOT HAVE A PERMANENT RESIDENCE ELSEWHERE. MEMBERS WHO ARE TEMPORARILY ABSENT ARE ALSO COUNTED AS MEMBERS OF THE HOUSEHOLD IF:

- THE MEMBER DOES NOT HAVE A SEPARATE PERMANENT RESIDENCE, HAS MAINTAINED FINANCIAL RELATIONS WITH THE HOUSEHOLD AND IS NOT AWAY FOR OVER A YEAR;
- IF THE MEMBER IS A CHILD STUDYING ABROAD OR A SPOUSE/PARTNER WORKING ABROAD.

Y	How many members are there in your household? <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
----------	---

Please state the first names of the members of your household.

FIRST YOU HAVE TO WRITE DOWN THE ADDRESSEE, THEN HIS/HERS SPOUSE/PARTNER, CHILDREN AND OTHER MEMBERS OF THE HOUSEHOLD!

THE ADDRESSEE IS THE PERSON, WHO IS IN THE SURVEY (PART OF THE SAMPLE)

YX1	Column number	01	02	03	04	05	06	
Y0	→ First name							
↓YA1	Please state the sex of /Y0/. 1 Male 2 Female	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	
YA2	Please state the birth date of /Y0/. <div style="text-align: right;">day month year</div>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	
YX4	GUIDING QUESTION: THE PERSON'S CURRENT AGE (A01-YA2)	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<=14 → YA1, last member YX5
YA6	Is /Y0/ currently ... ☀ 1 employed 2 unemployed 3 retired (old age or early retirement pension) 4 other (receiving pension for incapacity for work, at home, student, etc.)?	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>	
YX5	GUIDING QUESTION: DOES THE HOUSEHOLD HAVE ONE MEMBER? (Y=1) 1 YES → YC2 2 NO → CONTINUE WITH THE NEXT MEMBER, IF THIS WAS THE LAST, CONTINUE WITH YC2							

PART YC. DEMOGRAPHICAL DATA






The next question is about your demographical data.

YC2	Please state your citizenship. 1 Estonian 2 Russian
YC2n	3 Other Write <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
YC2k	9 Citizenship undefined

YC4	What language do you speak at home? If you use more than one language, write down all, starting with the most frequently used.
A First language spoken at home <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
B Second language spoken at home <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
C Third language spoken at home <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
YC5	Do you regularly take care of an elderly, ill or disabled 15-year old or older relative or person close to you? NB! If you get paid for care-taking (ex. state subsidies), the answer is no (e.g. if you are a paid caregiver, work in a nursing home, etc.). 1 Yes 2 No

PART B. WORK

Next questions are about your work /name of the company or institution according to the sample/.







B1 	How important is working to you? 1 Not at all important 2 Rather not important 3 Neither important nor unimportant 4 Rather important 5 Very important
B2 	How satisfied are you with your current job in general? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied
B3 A B	What year and what month did you start this job? Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Month <input type="text"/> <input type="text"/>
B5a	What is your occupation? Please state your official title
B5	Please describe your main duties (what is your work about?)
B5n	CLASS DESCRIPTION. FILLED OUT AUTOMATICALLY!
B5k	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
B6 	What kind of a contract do you have? 1 Written work contract of unlimited duration 2 Written work contract of limited duration 3 Contract for services 4 Employment contract, including public service 5 Authorization agreement 7 Oral work contract 8 Oral agreement
B7 	To what extent does your work (in a company/institution) correspond to the description in the contract or job description? 1 Not at all 2 Does not correspond much 3 Neither 4 Rather corresponds 5 Corresponds completely
B8	Is this a permanent or temporary job? 1 Permanent job → B14 2 Temporary job
B9 	What kind of a temporary job do you have? Is it a... 1 seasonal job 2 short-time work, project-based 3 a job dependent on fluctuating demand, financing 4 work during temporary increase in production volumes 5 work during probation period 6 temporary substitute for a permanent employee 7 permanent job in essence, but the company does not wish to enter into a permanent contract? m 8 OTHER. WRITE
B11	How many temporary contracts have you entered into in this company/institution? 1 One, this is the first contract → B13 2 Two 3 Three 4 At least four
B12	Did you mostly have different assignments with these temporary contracts in the company/institution? 1 Yes, I mostly had different assignments 2 No, I mostly did the same work

B13 ☀	Do you think that you can continue working in that company/institution after the current contract expires? Could you ... 1 work with a permanent contract 2 work with a temporary contract? 3 Could not work?		
B14	How do you regard permanent or temporary work? Would you ... 1 prefer to do permanent work → B16A 2 prefer to do temporary work?		
B15 ☀	What is the main reason you prefer temporary work? 1 Parental obligations 2 Need to take care of a person close to you 3 Studying 4 Your own illness, injury or disability 5 Hobbies 6 Other reason Please specify		
B16A ☀	How strongly do you agree with the statement that your work is varied? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree		
B16B ☀	How strongly do you agree with the statement that you can continuously develop new skills and knowledge? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree		
B16C ☀	How strongly do you agree with the statement that you have to come up with new solutions while working? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree		
B16D ☀	How strongly do you agree with the statement that you have a lot of responsibility and your work has a substantial effect on your colleagues and the whole company/institution? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree		
B16E ☀	How strongly do you agree with the statement that you work a lot with others, work as a team? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree		
B17 ☀	How satisfied are you with your duties? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied		
B18A ☀	How much can you decide your duties on a regular day? 1 Sufficiently 2 Insufficiently 3 Not at all		
B18B ☀	How much can you decide your working methods on a regular day? 1 Sufficiently 2 Insufficiently 3 Not at all		
B18C ☀	How much can you decide your working speed on a regular day? 1 Sufficiently 2 Insufficiently 3 Not at all		
B18D ☀	How much can you decide your break times on a regular day? 1 Sufficiently 2 Insufficiently 3 Not at all		
B19A ☀	How much can you decide when you start and end your day on a regular day? 1 Sufficiently 2 Insufficiently 3 Not at all		
B19B	Do or would you prefer to choose the time you start and end your day? 1 Yes 2 No → B20		
B19C ☀	What is the main reason for preferring to choose the start and end of your day? 1 Parental obligations 2 Need to take care of a person close to you 3 Studying 4 Your own illness, injury or disability 5 Hobbies 6 Other reason Please specify		

B20 ☀	Do you mostly have enough time to do your duties? Do you ... 1 often need more time to do your duties 2 mostly have enough time to do your duties 3 mostly have more time than you need to do your duties?
B21	During the last four weeks, have you worked for some time or the whole time not in the usual office, whether at home, library, remote working office or elsewhere? <i>This does not include mobile work, which necessitates going between companies, institutions, customers or partners.</i> 1 Yes 2 No → B23
B22 ☀	How big a part of your working hours did you work outside the usual office? Was it ... 1 the whole working time 2 most of the working time (3/4) 3 half of the working time (1/2) 4 quarter of the working time (1/4) 5 less than a quarter of the working time?
B23 ☀	How do you regard working outside the usual office? Do you ... 1 prefer to work only outside the usual office 2 prefer to work partly outside the usual office or 3 prefer to work only in the office of the company/institution? → B25
B24 ☀	What is the main reason you do or would prefer to work outside the usual office? 1 Parental obligations 2 Need to take care of a person close to you 3 Studying 4 Your own illness, injury or disability 5 The company/institution is far from your home 6 You work better 7 Other reason? Please specify
B25	Do you spend at least a quarter of your working time going between companies, institutions, customers or partners? 1 Yes 2 No
B26 ☀	How important are career and development opportunities for you? 1 Very unimportant 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
B27 ☀	How important is job security to you? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
B28 ☀	Do you think it is possible that you might lose your job in the next six months due to your employer? 1 Yes, definitely 2 Yes, it is likely 3 Probably not 4 Definitely not
B29 ☀	Do you think it is possible that you would want to quit your current job in the next six months? 1 Yes, definitely 2 Yes, it is likely 3 Probably not 4 Definitely not
B30 ☀	Do you think you could find a new job that suits your skills and experience, if you quit your current job? 1 Yes, definitely 2 Yes, it is likely 3 Probably not 4 Definitely not
B31 ☀	If you would quit your job, what would you be doing most likely? Would you ... 1 take a new job in Estonia 2 take a new job abroad 3 start your own company, non-profit organisation 4 concentrate on your family 5 concentrate on some other aspect of your personal life, e.g. hobbies? 6 OTHER WRITE
B32 ☀	How satisfied are you with the career and development opportunities at your current job? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied
B33 ☀	How satisfied are you with job security at your current job? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied

PART C. WORK AND LEISURE TIME

Next questions are about the organization of your work and leisure time /name of the company or institution according to the sample/.

c1 	How important is the organization of work time to you (start and end of your day, total working hours and the possibility to choose)? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
c2	How long is your working week according to your contract? <input type="text"/> <input type="text"/> hours
c3	How many hours a week would you like to work? <input type="text"/> <input type="text"/> hours IF > 39 → c5
c4 	What is the main reason for wanting to work less than 40 hours a week? 1 Parental obligations 2 Need to take care of a person close to you 3 Studying 4 Your own illness, injury or disability 5 Hobbies 6 Other reason? Please specify
c5	How many days you work on a usual working week? <input type="text"/> days
c6	Do you work more or less the same hours every working week? 1 Yes 2 No
c7	Are your working hours calculated using the aggregated calculation of working time? 1 Yes 2 No <i>NB! In case of aggregated calculation of working time, the employee can work different hours on different days and weeks, but they are calculated at the end of reference period (e.g. at the end of the month), to establish whether the employee worked as agreed or worked overtime.</i>
c8 	How often do you work more than 10 hours a day? Is it ... 1 every day 2 couple of times a week 3 once a week 4 few times a month 5 less 6 never?
c9 	How often do you work more than 48 hours a week? Is it ... 1 every week 2 couple of times a month 3 once a month 4 couple of times in three months 5 once every three months 6 less 7 never?
c10	Are you willing to work overtime on the employer's request? 1 Yes 2 No
c11	Does or would refusing to work overtime cause any problems with your employer, managers? 1 Yes 2 No
c14	Have you worked overtime during the last 12 months? 1 Yes 2 No → c17
c15 A B	Have you ever received compensation for overtime work ... in extra payment? as days off?
	Yes No 1 2 1 2
c17	How many hours did you work last week? <input type="text"/> <input type="text"/> hours
c18  A B C	How many hours did you work last week ... between 6 o'clock in the morning and 6 o'clock in the evening (6—18)? <input type="text"/> <input type="text"/> hours between 6 o'clock and 10 o'clock in the evening (18—22)? <input type="text"/> <input type="text"/> hours between 22 o'clock in the evening and 6 o'clock in the morning (22—6)? <input type="text"/> <input type="text"/> hours
c19 	Would you like to work ... 1 only during the day (6—18) → c21 2 partly during the day (6—18) and partly during some other time or 3 only between 18 o'clock in the evening and 6 o'clock in the morning (18—6)?

C20 ☀	What is the main reason for wanting to work after 6 o'clock in the evening? 1 Parental obligations 2 Need to take care of a person close to you 3 Studying 4 Your own illness, injury or disability 5 Hobbies 6 Other reason. Please specify
C21 ☀	How often can you choose freely when to take a holiday or day off? 1 Always 2 Often 3 Sometimes 4 Rarely 5 Never
C22	How many calendar days have you been on annual or unpaid leave during the last 12 months? <i>Study leave, child care leave, health days and other agreed days off are not included here.</i> _ _ _ calendar days
C23	Have you been on study leave during the last 12 months? 1 Yes 2 No → C25
C24	How many calendar days were you on study leave during the last 12 months? _ _ _ calendar days
C25 ☀	How satisfied are you with the organization of your working time and holidays? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied

PART D. RELATIONSHIPS AT WORK







Next questions are about your relationships at work.

D1 ☀	How important are good relationships to you in the company/institution you work at? 1 Very unimportant 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important	
D2A ☀	Please estimate your relationships with your manager(s)? 1 Very bad 2 Rather bad 3 Neither good nor bad 4 Rather good 5 Rather good	
D2B ☀	Please estimate your relationships with your colleagues. 1 Very bad 2 Rather bad 3 Neither good nor bad 4 Rather good 5 Rather good 6 Cannot be answered (no contact with colleagues)	
D2C ☀	Please estimate your relationships with your customers, students, patients, travellers, partners etc. 1 Very bad 2 Rather bad 3 Neither good nor bad 4 Rather good 5 Rather good 6 Cannot be answered (no contact with customers etc.)	
D4A ☀	How often have you had conflicts with your manager(s) during the last 12 months, which have affected relationships and work? 1 Constantly 2 Often 3 Rarely 4 Not at all → D6	
D5	Have you ever approached someone concerning work related conflicts?	
	Yes No	
A	... your manager(s)?	1 2
B	... colleagues?	1 2
C	... staff representative?	1 2
D	... trade union?	1 2
E	... labour dispute committee?	1 2
F	... labour inspectorate?	1 2
G	... court?	1 2
H	... someone else? Please specify	1 2

D6	Have you experienced ungrounded unequal treatment compared to colleagues during the last 12 months		
	Have you experienced unequal treatment ...	Yes	No
A	[ASK, IF THE RESPONDENT TOOK A POSITION IN THE LAST 12 MONTHS, see B3] when being hired?	1	2
B	... concerning payment?	1	2
C	... concerning promotions, career opportunities?	1	2
D	... concerning official duties?	1	2
E	... concerning sharing work related information and an opportunity to express an opinion?	1	2
F	... concerning the attitude of colleagues or managers?	1	2
G	... concerning recognizing your work?	1	2
H	... concerning any other case? Specify	1	2
	ALL=2, THEN → E1		
D7	Has the unequal treatment been based on ...	Yes	No
A	... sex?	1	2
B	... age?	1	2
C	... disability or a longstanding health problem?	1	2
D	... nationality?	1	2
E	... not a good command of Estonian?	1	2
F	... pregnancy / wife's or partner's pregnancy?	1	2
G	... family, children?	1	2
H	... representing employees, being a member of the trade union?	1	2
I	... political views?	1	2
J	... religious beliefs?	1	2
K	... (personal) relations with the manager(s)?	1	2
L	... other reason? Specify	1	2

PART E. COLLECTIVE EMPLOYMENT RELATIONSHIP





Next questions are about the collective employment relationship.






E1	Are you a member of a trade union? 1 Yes 2 No
E2A 	How strongly do you agree with the statement that you are up to date with the activities of trade unions? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree
E2B 	How strongly do you agree with the statement that the trade unions are able to protect the employees' interests? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree
E2C 	How strongly do you agree with the statement that trade unions offer important and necessary legal advice? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree
E2D 	How strongly do you agree with the statement that you do not need a trade union to protect your work related interests? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree
E2E 	How strongly do you agree with the statement that your employer does not like the trade union? 1 Strongly disagree 2 Rather disagree 3 Neither agree nor disagree 4 Rather agree 5 Strongly agree
E3	Are your working conditions determined also with a collective agreement (ex. minimum wages)? 1 Yes 2 No
E4A 	Do you think that negotiations concerning working time should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?

E4B ☀	Do you think that negotiations concerning holidays should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?
E4C ☀	Do you think that negotiations concerning payment should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?
E4D ☀	Do you think that negotiations concerning occupational safety and health should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?
E4E ☀	Do you think that negotiations concerning organization of work should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?
E4F ☀	Do you think that negotiations concerning training should be mostly held ... 1 individually 2 together with colleagues 3 with the help of a trade union?

PART F. EMPLOYEE INVOLVEMENT



Next questions are about employee involvement in your company.



F1 	How important is it to you that you are informed about your company's/institution's activities, organization of work and working conditions? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
F2 	How important is it to you that you can have a say about your company's/institution's activities, organizing work and working conditions? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
F3 A B	Does your company/institution have ... Yes No Staff representative 1 2 Working environment representative 1 2 IF ALL=2 → F6
FX1	GUIDING QUESTION: WAS THERE A STAFF REPRESENTATIVE (F3A=1)? 1 YES 2 NO → FX2
F4 	How well does the staff representative represent employees? 1 Very bad 2 Rather bad 3 Neither well nor bad 4 Rather well 5 Very well
FX2	GUIDING QUESTION: WAS THERE A WORKING ENVIRONMENT REPRESENTATIVE (F3A=1)? 1 YES 2 NO → F6
F5 	How well does the working environment representative represent the employees concerning occupational safety and health? 1 Very bad 2 Rather bad 3 Neither well nor bad 4 Rather well 5 Very well
F6	During the time you have worked in that company/institution, have you taken part in electing a representative (e.g. staff representative, working environment representative)? 1 Yes 2 No







F7 	How do you get information about the activities, organization of work and working conditions of your company/institution? You are informed by ... 1 a manager 2 a communication manager 3 staff representative, working environment representative 4 colleague 5 no one informs you?		
F8 	Do you have an opportunity to talk about the activities, organization of work and working conditions of your company/institution? Can you ... 1 express an opinion to your manager 2 express an opinion to the staff representative 3 cannot express your opinion?		
F9 	How often can you take part in making decisions concerning the activities, organization of work and working conditions of your company/institution 1 Constantly 2 Often 3 Rarely 4 Not at all		
F10	Have you had enough opportunities to have a say on the following subjects?		
A	Working time and holidays	Yes 1	No 2
B	Payment	1	2
C	Occupational safety and health	1	2
D	Organization of work	1	2
E	Hiring new employees	1	2
F	Training, further training	1	2
G	Plan of action of the company/institution	1	2
H	Other subjects. Please specify	1	2
F11 	How satisfied are you with the information given on the activities, organization of work and working conditions of your company/institution? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied		
F12 	How satisfied are you with the possibility of having a say about the activities, organizing work and working conditions of your company/institution? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor dissatisfied 4 Rather satisfied 5 Very satisfied		

PART G. OCCUPATIONAL HEALTH

Next questions are about occupational health.

G1 	How important is it that your work does not pose a danger to your health? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
G2 	Who should be responsible for preventing work related health problems and preserving capacity for work? Should it be ... 1 the employee 2 rather the employee 3 both the employee and company/institution equally 4 rather company/institution 5 company/institution?


G3		How much do you have contact with the following health risks at work?				
		None	Up to a quarter of working time	A quarter to half of working time	More than a quarter of working time	
	A Lifting, putting down, carrying, moving of heavy loads that weigh more than 5 kg	1	2	3	4	
B	Repetitive movements or enforced stance causing pain	1	2	3	4	
C	Such a loud noise that you have to raise your voice or talk to colleagues	1	2	3	4	
D	Vibration (from hand tools, machines etc.)	1	2	3	4	
E	Radiation (e.g. x-ray, radioactive radiation, welding light, laser radiation)	1	2	3	4	
F	Exposure to chemical products and dangerous Substances (e.g. breathing in fumes, gases, , Dust, skin contact)	1	2	3	4	
G	Exposure to biological or infectious substances, which can cause poisoning, symptoms (bacteria, viruses, fungi, pollen, mould etc.)	1	2	3	4	
H	Light that is bad for and tires eyes; too little or too much light, blinking light, blinding light	1	2	3	4	
I	Bad working environment, including high or low temperatures, air humidity, drafts, too little air	1	2	3	4	
J	Working with monitors	1	2	3	4	
K	Risk of falling or getting caved in	1	2	3	4	
L	Danger, risk of getting a cold or an electric shock from the moving parts of machines or tools	1	2	3	4	
M	Risk of explosion or getting burnt	1	2	3	4	
G4 What have you or your company/institution done to make working safer for you? Do you use ...						
					Yes	No
A	... safe working methods?				1	2
B	... personal protective equipment (e.g. helmet, protective clothing, ear plugs, gloves)?				1	2
C	... general protective equipment (e.g. safety nets, guards, safety signs)?				1	2
D	... adjusting work equipment, working environment, organization of work according to your needs and abilities?				1	2
E	... something else to ensure safety? Please specify				1	2
G5 Does your work in your company/institution pose a danger to your health?						
	1 Yes, a great danger					
	2 Yes, it is rather dangerous					
	3 It is neither dangerous nor safe					
	4 No, it is rather safe					
	5 No, it is completely safe					
G6 Have you been injured in an occupational accident during the last 12 months?						
<i>NB! Occupational accident is sudden damage to health, which occurs during official duties, doing work on permission of the employer, during working hours (including breaks) or other activities for the employer. An accident which happened on your way to work or home is not an occupational accident.</i>						
1 Yes						
2 No → G11						
G7 How many occupational accidents have you had?						
_ _ _ accidents						
G8 How many days, weeks or months were you absent from work due to occupational accident(s) during the last 12 months?						
A	_ _ _ days					
B	_ _ weeks					
C	_ _ months					
<i>NB! If you were not absent or it was less than a day, please mark 0 days. If you do not know the exact number of days, mark weeks or months.</i>						
G11 Has your job caused or worsened health problems during the last 12 months?						
1 Yes						
2 No → G13A						
G12 How many days, weeks or months were you absent from work due to work related health problems during the last 12 months?						
A	_ _ _ days					
B	_ _ weeks					
C	_ _ months					
<i>NB! If you were not absent or it was less than a day, please mark 0 days. If you do not know the exact number of days, mark weeks or months.</i>						

G13A	How often have you felt stress that interrupts working in the last four weeks?		
	1 Constantly 2 Often	3 Rarely 4 Not at all	
G13B	How often have you felt nervousness due to pressure at work in the last four weeks?		
	1 Constantly 2 Often	3 Rarely 4 Not at all	
G13C	How often have you had depression due to pressure at work in the last four weeks?		
	1 Constantly 2 Often	3 Rarely 4 Not at all	
G13D	How often have you felt physical or mental fatigue in the last four weeks?		
	1 Constantly 2 Often	3 Rarely 4 Not at all	
G14	Do you have sufficient information to prevent injuries and health problems at work?		
	1 Sufficiently 2 Rather sufficiently	3 Rather insufficiently 4 Insufficiently	
G15	Have you visited an occupational health doctor while working in that company/institution?		
	1 Yes 2 No → G17		
G16	When was the last time you visited an occupational health doctor for a check-up?		
A	Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
B	Month <input type="text"/> <input type="text"/>		
G17	Did you get enough feedback from the check-up as to what to pay attention to in order to ensure that working is safe and does not pose a danger to your health?		
	1 Sufficiently 2 Rather sufficiently	3 Rather insufficiently 4 Insufficiently	
G18	Have you taken part in health promotion activities organized by your company/institution ? Have you taken part in ...		
		Yes	No
A	... recreational sport events (swimming, aerobics etc.)?	1	2
B	... remedial treatments (massage, water therapy treatment, therapeutic gymnastics etc.)?	1	2
C	... vaccination?	1	2
D	... health related training (first aid training etc.)?	1	2
E	... health related events (active summer or winter holidays etc.)?	1	2
F	... other events meant to improve health? Please specify	1	2

PART H. REMUNERATION

The next questions are about your opinion on remuneration.

H1	How important is a large payment to you? 1 Not at all important 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important		
H2	How much did you get paid last month? Please state the gross or net pay. A Gross pay _ _ _ _ _ _ _ kroons B Net pay _ _ _ _ _ _ _ kroons		
H3	What did your last pay consist of? Did your last pay include ...	Yes	No
A	... fixed basic salary?	1	2
B	... payment for piecework or from productivity?	1	2
C	... premium for extra hours or overtime?	1	2
D	... premium for working in poor or dangerous working conditions?	1	2
E	... premium for working on holidays or weekends?	1	2
F	... premium for working in the evening or night?	1	2
G	... performance fee?	1	2
H	... income from company's stocks or funds?	1	2
I	... other? Please specify	1	2

H5	Think about the performance fees you have received in the last 12 months . Have you received a performance fee for ...	Yes	No
A	... good individual performance?	1	2
B	... department or team performance?	1	2
C	... the performance of the company/institution?	1	2
D	I have not received a performance fee.	1	2
HX2	GUIDING QUESTION: DOES THE PERSON WORK IN A COMMERCIAL ENTERPRISE (COMMERCIAL ENTERPRISE ACCORDING TO THE SAMPLE)? 1 YES 2 NO → H9		
H6	Do you have stocks or funds of the company you work for? 1 Yes 2 No		
H9	Have you had any problems with receiving your payment in the last 12 months? Have there been ...	Yes	No
A	... delays?	1	2
B	... not receiving a payment at all?	1	2
C	... problems with receiving a smaller payment than agreed?	1	2
D	... something else in connection to payment? Please specify.....	1	2
H13	How satisfied are you with your payment?		
	1 Not at all satisfied	4 Rather satisfied	
	2 Rather dissatisfied	5 Very satisfied	
	3 Neither satisfied nor unsatisfied		




PART YEL. PERSON'S EDUCATION

These questions are about education. We would like to know your highest level of graduated vocational, occupational or professional education.

YEL1	What kind of education did you get from a general education school (secondary school, basic school)? Did you graduate from ... 1 secondary school 2 basic school (including incomplete secondary education) 3 elementary school? 4 Did not graduate from elementary school?
YEL2	What is your highest level of graduated vocational, occupational or professional education? Do you have a diploma from ... 1 I have not graduated from any of these schools → YEL11 2 vocational school 3 vocational secondary school → YEL11 4 secondary specialized school → YEL4 5 university or you have a doctoral degree → YEL11
YEL3	What were the admission requirements? Whether they ... 1 did not require a certain level of education 2 required basic education? → YEL11
YEL4	What were the admission requirements? Whether they ... 1 required basic education 2 required secondary education?

Now there are questions about current studies.

YEL11	Are you currently studying in a general education school, vocational school or higher education institution? 1 Yes 2 No → YEL20
YEL12	On what level of education are you studying? Is it ... 1 education in 1 to 6 grade 2 education in 7 to 9 grade 3 education in 10 to 12 grade 4 vocational education without requiring basic education (no required level of education for admission) 5 vocational or vocational secondary education 6 higher education, masters (including internship) or doctoral (including residency) level?


YEL20 	How important are the opportunities for individual development on the job? 1 Very unimportant 2 Rather unimportant 3 Neither important nor unimportant 4 Rather important 5 Very important
YEL21 	Does your work correspond to your skills and knowledge? Do your ... 1 official duties correspond well to your current skills and knowledge 2 official duties necessitate higher skills and knowledge 3 skills and knowledge make you qualified for more complicated official duties?
YEL22	What kind of opportunities for developing your skills and knowledge has your employer offered and you have accepted in the last 12 months? Did you ...
A	... take part in work related in-service training or retraining? Yes 1 No 2
B	... take part in a work related conference, seminar, went to a business trip with the aim to study? 1 2
C	... used an opportunity to individually train yourself professionally, e.g. by reading professional literature? 1 2
D	... take part in a study group at your work, worked on a different position in order to train yourself? 1 2
E	... used some other opportunity to develop your work related skills and knowledge? 1 2
E	Please specify 1 2
YEL23 	Are you satisfied with the opportunities to acquire new skills and knowledge at your company/institution? 1 Not at all satisfied 2 Rather dissatisfied 3 Neither satisfied nor unsatisfied 4 Rather satisfied 5 Very satisfied

PART I. SECOND JOBS

I1	Did you have any other job or were absent from another job last week, besides the one we already talked about? 1 Yes 2 No → YG1
I2	How many hours in total did you do the second job(s) last week? All the jobs together __ __ __ hours a week

PART YG. PERSON'S HEALTH

The next questions are about your health.

YG1 	How do you evaluate your health in general? Is it... 1 very good 2 good 3 neither good nor bad 4 bad 5 very bad?
YG2	Do you have a longstanding illness or health problem (including seasonal (e.g. hay fever) or recurring problems)? 1 Yes 2 No → READ THE FINAL CLAUSE
YG3	During the last six months, how much did some health problems restrain you in ordinary activities? Would you say that you were ... 1 substantially restrained 2 restrained, but not substantially 3 not restrained at all? → READ THE FINAL CLAUSE
YG4	Do you have any difficulties coping? Do you ... 1 cope without any extra help 2 need help sometimes 3 need help all the time?

FINAL CLAUSE: WE HAVE REACHED THE END OF THE QUESTIONNAIRE. THANK YOU FOR YOUR ANSWERS!

INTERVIEWER'S PART (CONTINUED)

A05	TIME OF COMPLETING THE QUESTIONNAIRE	
A	_ _ HOUR	
B	_ _ MINUTES	
A06	LANGUAGE OF THE QUESTIONNAIRE 1 ESTONIAN 2 RUSSIAN	
A07	WHO ELSE WAS PRESENT DURING THE INTERVIEW? [COULD BE MULTIPLE ANSWERS]	
A	1 NO ONE	
B	2 CHILDREN UNDER 6 YEARS OF AGE	
C	3 CHILDREN OF 6 YEARS OF AGE AND OLDER	
D	4 SPOUSE (PARTNER)	
E	5 OTHER RELATIVES	
F	6 OTHER ADULTS (NOT RELATIVES)	
A09	THE INTERVIEW WENT... 1 VERY WELL 2 WELL 3 SATISFYINGLY 4 WITH DIFFICULTIES [PLEASE EXPLAIN A16s] 5 WITH EXTREME DIFFICULTIES [PLEASE EXPLAIN A16s]	
A10	HOW WAS THE INTERVIEW CONDUCTED? 1 FACE TO FACE INTERVIEW 2 PHONE INTERVIEW 3 THE RESPONDENT FILLED IT OUT BY HIMSELF/HERSELF 4 OTHER [SPECIFY]	
A11	ANSWERS WERE GIVEN BY ... 1 THE RESPONDENT 2 THE RESPONDENT, SOMEONE HELPED	
A16	NOTES ABOUT THE INTERVIEW [PLEASE STATE ALL INTERFERING CIRCUMSTANCES]	
A17	INITIAL STATE OF THE QUESTIONNAIRE <i>NB! Filled out only on the computer! Filled out automatically 1</i> 1 NOT COMPLETED 2 ENTERED 3 NEEDS TO BE SPECIFIED 4 FINISHED	
A18	FINAL STATE OF THE QUESTIONNAIRE <i>NB! Filled out only on the computer! Filled out automatically 2</i> 1 SENT 2 NOT SENT	

**Appendix 4. Interviewer's manual "Work Life Survey 2009.
Employees' survey."**



ESTONIAN WORK LIFE SURVEY 2009

Employees' Survey

INTERVIEWER'S MANUAL

TALLINN 2009

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1. PURPOSE OF THE SURVEY

The Work Life Survey is used to collect statistical data on employment relationships and, more generally, on work life. The Survey covers management of work, working time and vacation, relationships at workplace, employees' inclusion, collective employment relationships, occupational health and safety, remuneration, and employees' skills and knowledge. The data collected in the Work Life Survey is used for (1) scientific analysis of work life and (2) analysis of work life policy.

In the Survey, the topics in question are addressed from the perspectives of enterprises/institutions as well as employees. Heads or representatives of enterprises/institutions and employees are both interviewed in the Survey. The Survey is organised in such way because an employee and head of an enterprise/institution are able to answer different questions, for example, the head of enterprise/institution may not know if a particular employee is a member of trade union or not, and employees may not necessarily know about the expenditures of the enterprise/institution on wages and salaries.

Similarly, employees and enterprises/institutions can have different assessments of the strengths and weaknesses of work life and employment relationships due to different expectations and roles in the enterprise/institution. For example, employees and enterprises/institutions can have different assessments regarding satisfaction with employment relationships. Collection of data from both sides of employment relationships enables to create a more comprehensive picture of work life and employment relationships.

Such method of data collection enables to produce statistics on both, enterprises/institutions and employees.

2. SAMPLE OF THE SURVEY AND INTERVIEWS

As the Work Life Survey includes interviews with heads or representatives of enterprises/institutions as well as with employees, the Survey has two target groups. The target group of enterprises/institutions comprises commercial enterprises, non-profit associations, and state and local government agencies. The target group of employees consists of the employees of enterprises/institutions.

The sample of employees is based on the list of employees of the enterprises/institutions, which participated in the Survey, including each employee's date of birth and place of residence. The number of employees to be interviewed is determined on the basis of the number of employees in the enterprise/institution as follows:

Number of employees of enterprise/institution	Number of respondents
5–9	5
10–49	6
50–249	9
250+	11

The number of respondents from each medium-sized enterprise/institution (50-249 employees) is relatively large, because there are relatively few such enterprises/institutions in the sample. As the number of largest enterprises/institutions in the sample was high (complete sample), a relatively smaller number of employees is sufficient to collect information on such enterprises/institutions.

Employees whose date of birth was closest to the date of survey (due date for submission of questionnaires by enterprises/institutions) are included in the sample. If several persons were born on the same day, but only one of them could be selected in the sample, the person whose first name (if necessary, also the surname) is first alphabetically will be selected. If the number of employees to be included in the sample is larger than the actual number of employees in the enterprise/institution, all employees working in the enterprise/institution at the moment of survey are included in the sample.

The sample of the Survey is personal – only persons included in the sample should be found and interviewed. The persons in the sample are found on the basis of information prescribed in the sample. If a person in the sample cannot be found on the first attempt, the search for the person should continue. To find a person in the sample, at least three attempts should be made in rural areas and five attempts in urban areas. In order to increase the probability of finding the person in the sample, it is important to make the attempts on different days of the week and at different times.

Persons who have left the enterprise/institution shown in the sample should not be interviewed. If the head of the enterprise/institution happens to be in the employees' sample, he or she shall not be interviewed. Furthermore, persons who cannot be found or who categorically refuse to take part in the Survey are excluded from the Survey. Such excluded persons constitute the drop-out of the Survey. The quality of a survey is ensured by the lowest percentage of drop-outs as possible, i.e. an interviewer has an obligation to avoid dropping out whenever possible.

Interviews shall be conducted as face-to-face interviews. Other forms of interviewing (incl. a telephone interview) are not allowed.

The survey consists of two interviews: a household interview and a personal interview. In both cases, the respondent is the sample person. The beginning of the questionnaire includes questions about all members of the household (PART YA), the rest of the interview involves questions about the sample person only. **Proxy-interview is not allowed**, i.e. nobody is allowed to answer in the name of the sample person.

3. MAIN DEFINITIONS

Employees or employed persons are persons who are working in an enterprise/institution and receive remuneration for the work performed.

Household is a group of people who live in a common dwelling, i.e., at the same address, and share joint financial and/or food resources. Persons included in the household are household members. A household may also consist of a single person.

A household member is:

- a) a permanent resident if he or she shares joint financial and/or food resources with the household;
- b) a tenant, lodger, visitor, housemaid or babysitter living in the household if he or she shares joint financial and/or food resources with the household and if one of the following two conditions applies: he or she does not have a separate household elsewhere or he or she plans to stay in the household for six months or longer;
- c) a household member who is temporarily absent (due to holidays, work, studies, etc.) but shares financial and/or food resources with the household and does not belong to a separate household elsewhere and his or her absence is planned to last less than six months;
- d) a household member absent from home due to studies or work (irrespective of the duration of the absence if all the following conditions apply: he or she shares financial and/or food resources with the household, he or she does not belong to a separate household elsewhere, he or she is a spouse or child of a household member and stays in close contact with the household and considers that place his or her main place of residence;
- e) a household member who is staying in a hospital or any other institutional establishment but shares financial and/or food resources with the household and his or her actual or planned absence lasts less than six months.

4. INTERVIEWER'S SECTION

The interviewer's section in the questionnaire is divided into two parts: questions **A01–A04** are located at the beginning of the questionnaire and questions **A05–A18** are located at the end. The interviewer completes questions **A01–A04** before the interview and questions **A05–A18** after the interview.

Household number is a unique code given to each respondent, which can be found by the interviewer from the list of the sample of the respective survey.

Stype is the form of the interview, chosen by the interviewer. Different forms are permitted in different surveys. The usual options are an interview with a laptop or a paper questionnaire. If the interviewer uses a laptop to conduct the interview, he or she should mark the option "interview with a laptop". In exceptional situations, interviewers are allowed to use paper questionnaires. If this option is used, the interviewer should enter the questionnaire responses in a computer as soon as possible. In this case, the option "paper questionnaire" should be marked.

Mod is a question, which determines the choice between an interview or encoding in Statistics Estonia. The option "interviewer" is automatically completed in the laptop. This question is not used if the questionnaire does not require subsequent encoding in Statistics Estonia.

Int is the number of the interviewer. Each interviewer receives this number before commencing work. Usually, it is automatically completed, based on the sample, but the interviewer has to check the accuracy of the number and correct it if necessary. Such a need could arise if an interviewer is replaced during fieldwork, the sample has been reallocated or the respondent has moved to a different survey area.

Sa is the code of the interviewer's work region. Estonia has been divided into 58 work regions and each interviewer has his or her own region. The code consists of letters and numbers. Usually, it is automatically completed, based on the sample, but the interviewer has to check the accuracy of the code and correct it if necessary.

Headi is the number of the survey supervisor's region. Each survey supervisor coordinates the work of interviewers in his or her work region. Usually, it is automatically completed, based on the sample, but the interviewer has to check the accuracy of the number and correct it if necessary.

A01–A02 and A05. Duration of the interview is a very important indicator to assess the workload on interviewers and respondents. Therefore, it is very important to specify accurate start and end times.

If “interview with a laptop” was marked as the form of the interview, the computer automatically specifies the start and end times when the interviewer completes the questions A01–A02 and the final sentence. Therefore, it is very important for the interviewer not to complete these questions before the actual interview. If the interviewer needs to look at the questionnaire before the interview, the questionnaire should not be saved.

If “paper questionnaire” was marked as the form of the interview, the interviewer should use the start and end times specified on the paper questionnaire.

In certain circumstances an interview can be interrupted and should be continued later. In such case, the time of interruption and the date and start time of continuation interview should be marked as well. This is required for calculating the duration of the interview.

Interrupting an interview

If the interviewer uses a laptop to conduct the interview, he or she can mark the interruption in the parallel block. In order to register an interruption, proceed as follows:

1. Click on the parallel block “Interruption”;
2. Select the option “I have to interrupt completion of the questionnaire”;
3. Use the “Enter” key to move to the next question;
4. Save and close the questionnaire – select *quit form* in the new parallel block window and save the questionnaire before closing.

In order to continue completing the questionnaire, proceed as follows:

1. Open the unfinished questionnaire – use the browser mode;
2. In the next question after the option “Interview interruption” enter 1 to continue the interview.

The time of continuation can also be entered in the parallel block “Interruption”.

If an interview was interrupted but the interviewer forgot to enter the time of interruption, this can be entered when the interview is continued. Proceed as follows:

1. Open the unfinished questionnaire – use the browser mode;
2. Under the option “Interview interruption” select “I forgot to enter the time of interruption and have to enter it now to continue the interview”;
3. Enter the time of interruption in the next question;
4. Enter 1 in the next question to continue the interview.

If the interviewer uses a paper questionnaire, the times of interruption and continuation should be written on the questionnaire and later entered into a computer.

A03. The most common places of conducting the interview are listed in the questionnaire. If the interview takes place elsewhere, specify the location.

A06–A11. These questions are used to evaluate the dependence of the quality of the interview on language, other persons present at the interview and the aforementioned place of conducting the interview. If another household member answered the questions on behalf of the interviewee (NOTE! Permitted only in special cases) or the interviewee required assistance of an attending person, this should always be specified in question A11. If this is not permitted, this question should not be asked.

A16. Specify all factors that interfered with the interview (interviewee's reluctance, unwillingness to answer certain questions, difficulties in remembering, etc.). If answers to a question seem dubious to the interviewer, this should be noted as well. In addition, any unconventional circumstances during the interview should be described here.

5. HOUSEHOLD INTERVIEW

SECTION YA. GENERAL DATA OF THE HOUSEHOLD AND ITS MEMBERS

The interview should be concluded with the person in the sample, **who should be entered in the first column of the household table.**

Y. The number of members of the household should be based on the definition of household. Household is a group of people who live in a common dwelling, i.e., at the same address, and share joint financial and/or food resources. Persons included in the household are household members. A household may also consist of a single person.

A household member is:

- a) a permanent resident if he or she shares joint financial and/or food resources with the household;
- b) a tenant, lodger, visitor, housemaid or babysitter living in the household if he or she shares joint financial and/or food resources with the household and if one of the following two conditions applies: he or she does not have a separate household elsewhere or he or she plans to stay in the household for six months or longer;
- c) a household member who is temporarily absent (due to holidays, work, studies, etc.) but shares financial and/or food resources with the household and does not belong to a separate household elsewhere and his or her absence is planned to last less than six months;
- d) a household member absent from home due to studies or work (irrespective of the duration of the absence) if all the following conditions apply: he or she shares financial and/or food resources with the household, he or she does not belong to a separate household elsewhere, he or she is a spouse or child of a household member and stays in close contact with the household and considers that place his or her main place of residence;
- e) a household member who is staying in a hospital or any other institutional establishment but shares financial and/or food resources with the household and his or her actual or planned absence lasts less than six months.

YA1. You do not have to read the questions out loud in a face-to-face interview, but it is important that the answers are accurate. Therefore, for instance, you should not determine a person's gender only based on his or her name and in case of doubt, the question should be asked even in a face-to-face interview. In a phone interview, the gender may not be determined on the basis of the respondent's voice and the question should always be read out.

YA2. This question should be asked in all cases. If the actual and official dates of birth of the person are different, enter the official date of birth.

YA6. In order to determine household types, you need to know whether a household member is employed, unemployed, retired or otherwise inactive; this last group includes other inactive persons. Other inactive persons can be homemakers, students, conscripts, etc. This is an assessment question; the person himself/herself should determine the group, to which he or she belongs. If a household member belongs to two groups: e.g., is a working student, enter the group, which is considered to be more important by the interviewee.

In addition to paid employment, work can also include entrepreneurship, farming, freelance work, individual work, as well as unsalaried work in a family business or farm, where the person receives a share of the revenue. It is not important whether the work is official or is full time or part time work. Production of agricultural produce for sale in individual subsidiary household and illegal activities, which generated income, if the interviewer mentions such activities, are also classified as work. Unpaid voluntary work is not included.

Compulsory military service (or corresponding alternative service) is not classified as work. Professional military personnel (officers and extended service conscripts) are classified as employees.

If a person is temporarily absent from work, he or she is still considered to be working. It is important to understand that a person can be temporarily absent from work only if he or she has an employment relationship of a more permanent nature. If a household member was on pregnancy or maternity leave during the week preceding the interview and she has a job, to which she can return after the leave, she is considered to be temporarily absent from work. However, if a household member is on a parental leave, she is generally considered to be inactive. Absence from work for over three months is considered to be temporary absence from work only if the person receives remuneration for the time of absence, e.g., in case of pregnancy and maternity leave or illness.

Other possible statuses in the household interview should be determined by the interviewee.

SECTION YC. DEMOGRAPHIC DATA

Only the person in the sample is asked to provide demographic data.

YC2. Citizenship is a legal bond between an individual and a state, acquired at the moment of birth, through marriage, through an application procedure or in another legal manner.

Usually, citizenship is certified in a document – certificate of citizenship, passport, ID card, etc. If a person does not have a document, which certifies his or her citizenship, enter the citizenship, which the person claims to have.

If the interviewee has dual citizenship, the Estonian citizenship should be entered first (YC2). If the interviewee does not have Estonian citizenship, but is a national of another Member State of the EU, this citizenship should be entered first. In other cases, the citizenship, which is considered to be more important by the interviewee, should be entered first. If a person is a national of a state, which does not exist in the current territorial division and the person does not know the equivalent citizenship of that territory, enter the citizenship of the country, which the person had before the change of state borders. If such country is not on the list, enter undetermined citizenship and include the name of the country as specified by the interviewee in the comments section.

Citizenship can be undetermined in the following cases:

- a) household member has an alien's passport (i.e., grey passport, which is issued for up to five years to a person with an Estonian residence permit for travelling to a foreign country if the person does not have a travel document of another country and has no opportunity to obtain such document);
- b) household member has a stateless person's document, issued by a foreign country;
- c) household member does not have a passport and ID card;
- d) household member does not know his or her citizenship;
- e) household member is applying for Estonian citizenship and does not have any other citizenship.

YC4. The question assumes that the interviewee speaks the first household language fluently. If other languages are used for communication at home, the interviewer should find out about them as well.

YC5. This question inquires, whether the interviewee has responsibilities of care for persons who are at least 15 years of age. It is irrelevant, whether the person lives in the same household or elsewhere. Only care without remuneration is of interest here (except for state supported care, such as allowance for caring for a disabled family member). If care-giving is an job for the interviewee and he or she gets paid for this (e.g., salaried caregivers, care home employees, etc.), the answer should be negative (option 2). However, if, for instance, a salaried caregiver also cares for his or her family member, the answer should be affirmative (option 1).

Care means providing personal assistance (feeding, washing, etc.) to a person, assistance in household work (cleaning, laundry, etc.), physical assistance (walking outdoors, etc.), providing company, etc.

The question only concerns regular care. Regular means in this context provision of care according to an established schedule, e.g., daily, on specific days of the week, etc.

6. PERSONAL INTERVIEW

The interview should be conducted with the person in the sample. Other persons may not answer the questions on behalf of that person.

SECTION B. JOB

B3. The purpose of the question is to record the time of starting the job. The time of starting the job is recorded with the exact date, month and year. Examples:

- If a person has an employment contract, which has been regularly renewed (for instance, an annual contract, which is renewed in each year), enter the year and month when the person first commenced working in this job (the original date of the contract).
- If a person (such as a seasonal worker) has been working for the current employer on several occasions, with interruptions in the employment contract, enter the most recent year and month when the person commenced working in this job (the date of the current contract).
- If a person works in a company in which the owner has changed but the work remained the same, enter the year and month of starting in this job (ignore the change of owners).
- If a person works in a company in which the owner has changed, the interviewee was dismissed and then re-hired by the new owner, enter the year and month when the interviewee commenced working for the new owner.
- If a person has a contract with a labour rent company (question B6, option 6), enter the year and month when the person commenced working for the labour rent company (disregarding the fact that he or she may have been rented out to work in different jobs).
- If a person was transferred from one institution to another but his or her employment contract remained in force, enter the original year and month when the person commenced working in this job (ignore the transfer).

B5, B5A. The occupation of the interviewee should be entered under question **B5A**. Question **B5** is meant for the primary professional duties of the interviewee, not his or her job title.

The entry should be based on the professional duties of the interviewee.

Entering only a general title, such as master, engineer, worker, unskilled worker, inspector, craftsman, operator, shareholder, etc., is not sufficient, because this does not reveal the content of the work. In case of worker occupations, the entered record should indicate whether the person is a skilled worker, who is competent in a specific area of work, or a machine operator, who is specialised in operating certain machinery, mechanisms or equipment. In case of teachers, specify the level of education at which they are employed (such as primary school, secondary school, school for disabled children, etc.).

If, in addition to his or her primary position, the interviewee holds another position in the same enterprise for which he or she receives separate remuneration (e.g., working as a cleaner in addition to primary work), this should be entered as secondary work.

B6. The purpose of the question is to clarify the prevalence of various types of employment relationships.

(1,2) Employment contract is an agreement between an employee and an employer, according to which the employee is obliged to work for the employer in subordination to the management and supervision of the employer, while the employer is obliged to pay for the work and guarantee working conditions prescribed by the agreement between the parties, by a collective agreement, by laws or administrative legislation. Based on this definition, an employment contract has the following special characteristics:

- 1) the employee undertakes to perform a specific function rather than complete a one-off task for the employer;
- 2) the employee respects the employer's management and supervision, i.e., there is a relationship of power and subordination between the employee and employer;
- 3) the employer is obliged to pay for the work, i.e., the employee gets paid by the employer and not by the customer.

These three characteristics enable to differentiate an employment contract from a civil law contract for services. If all three aforementioned characteristics are present simultaneously, one can confidently report this as an employment contract. The relationships arising from an employment contract regulate the performance of work itself, not the final outcome of work, as is the case in relationships arising from civil law contracts.

An employment contract may be concluded for work for principal or secondary job. Secondary job means working under another employment contract for the same or a different employer outside the working hours of the principal job. An employment contract can have a fixed term (option 2) or be without a term (option 1).

(3) Contract for services is a written contract whereby the employee undertakes to complete a certain job within a certain period. By a contract for services, one person (the contractor) undertakes to manufacture or modify a thing or to achieve any other agreed result by providing a service (work), and the other person (the customer) undertakes to pay remuneration for it. A contract for services is always concluded for a fixed term.

(4) Public service means working for a state or local government agency. Public service includes work in the following state agencies:

Chancellery of the Riigikogu, Office of the President of the Republic, Office of the Chancellor of Justice, courts, government agencies (ministries, State Chancellery, county governments, executive agencies, inspectorates), units of the Defence Forces, General Staff of the Defence Forces, National Audit Office.

Public service includes work in the following local government agencies:

rural municipality and city council offices, rural municipality and city governments and their structural units, rural municipality and city district governments, city government departments, offices of local government associations.

(5) Authorisation agreement is an agreement by which one person (the mandatary) undertakes to provide services, or perform the mandate, for another person (the mandator), and the mandatary undertakes to pay remuneration to the mandator. This agreement is not concluded for achievement of a specific outcome, but for performance of certain works during a specified period. A mandate is like an authorisation to act to achieve a particular objective. Unlike an employment contract, the authorisation agreement does not include specific instructions on how the mandatary should perform its duties. The mandatary is free to decide on the best course of action for achieving the objective. However, the mandatary must act loyally to the mandator, exercise due diligence and prevent damage to the assets of the mandator. The agreement could specify that remuneration is paid after certain periods (e.g., once a month) or after the mandate is performed.

An authorisation agreement is similar to an employment contract – in both cases, the work is performed as a process. An authorisation agreement is, for example, an agreement concluded between a legal person and members of the management board (contracts of the members of the management board).

(7) As a rule, an employment contract is concluded in writing (options 1 and 2) but, as an exception, the Employment Contracts Act permits conclusion of oral employment contracts if an employee is employed for work, which does not exceed two weeks in duration. An oral employment contract is deemed as concluded if the employee is allowed to work.

(8) Work based on oral agreement usually means unofficial work, which is not officially registered and is often used to evade taxes (unlike oral employment contract).

B7. Entry into employment relationships involves agreement with the employee on the type of work to be performed. A description of work is provided in the contract, job description or is otherwise made known to the employee. This parameter indicates the degree of correspondence between such description and the actual daily work of the employee.

B8. This question establishes whether the employee's employment relationship with the enterprise/institution is temporary or permanent. Temporary work means work, which ends by a specified date or after completion of work assignments. The term of work, the final date, can be specified in the contract, in an oral agreement or be otherwise determined (for instance in case of seasonal work, substituting for another employee, or work in an elected office). The fixed term, the temporary nature of employment can be determined by a specific date, a particular condition (the person substituted returns to work) or a particular outcome (painting of a house).

B12. The purpose of the question is to clarify whether an employee, who was employed for a fixed term, temporarily, by the same enterprise/institution on several occasions performed the same or different tasks under different fixed-term contracts. Same work means that the work had a comparable objective, the employee performed similar or comparable duties, used similar or comparable work techniques.

B21. The purpose of the question is to determine whether the employee spends a part or the entire working time outside the usual premises of the employer (at home, in a library, a remote office, or elsewhere). This does not include mobile work; this is characterised in question B25.

B25. The question is used to determine whether the interviewee is doing mobile work. In case of mobile work, the interviewee spends a significant portion of his or her working hours moving between customers, enterprises/institutions, destinations or different workplaces/sites of the same enterprise/institution. Mobile workers are, for example, real estate agents who show different objects to their customers, couriers who deliver goods to customers, and vehicle drivers who serve customers between different destinations.

B26. The question should characterise the employee's career and development opportunities in the current job. Career and development opportunities characterise the employee's opportunity to continue employment in this enterprise/institution, to move to other positions or to perform different work, to perform work that meets his or her expectations or develops his or her knowledge and skills.

B28. This is used to describe whether the employee considers it possible that he or she could lose his or her job immediately or within the next six months on the initiative of the enterprise/institution. An employee could lose his or her job if his or her position in the enterprise/institution is made redundant or the enterprise/institution wants to terminate the contract/employment relationship.

B29. The question is used to describe whether the employee considers it possible that he or she could leave his or her job immediately or within the next six months on his or her own initiative.

SECTION C. WORKING TIME AND VACATION

In order to describe the work life, the Survey includes questions on the arrangement of working time and vacation. The purpose is to describe how much and when people are working. The employee's vacations are also described.

C1. The question describes the importance of working time arrangements for the interviewee. Working time arrangements indicate how much a person is working (number of working hours per day, week, month), when he or she is working (during the day, in the evening), and to what extent he or she is able to choose how much and when to work.

C2. The purpose of the question is to find out the length of the working week as agreed with the enterprise/institution. This describes the number of working hours agreed between the employee and employer according to a contract, collective agreement or law.

It is also used as a filter question to identify employees, who work less than 40 hours per week as agreed with the enterprise/institution.

C3. The purpose of the question is to determine, how many hours per week the employee would like to work. In other words, it describes the preferable length of the working week, on which the employee would like to reach an agreement with the enterprise/institution. NOTE! When you ask this question, we expect the interviewee to consider the preferred number of actual working hours. If an interviewee responds that he or she would like to work

for zero hours, i.e., not at all, it does not describe the preferred number of actual working hours. The question assumes that increasing or reducing the working hours compared to the current situation also means an increase or reduction in wages.

C7. The question determines whether calculation of the employee's working time is based on calculation of total working time. In the case of calculating total working time, the employer makes sure that the total working time over a longer calculation period would not exceed an agreed working time limit or the volume of overtime work as permitted by law and agreed with the employee. In such case, an employee may work several long days in a row, but does not work or works less on subsequent days and his or her total working time does not exceed the agreed working time.

C10. The purpose of the question is to describe the employee's attitude towards overtime work. The negative response option refers to a behaviour where the employee simply refuses to work overtime.

C14. The purpose of the question is to find out whether the employee has done any overtime work in the enterprise/institution in the past 12 months. Overtime work means working hours, which exceed the agreed number of working hours. For example: if an employee has agreed to work eight hours per day and 40 hours per week, any additional daily and weekly hours are overtime work. If the employer uses calculation of total working time (see the definition under question C7 in the manual), overtime work means additional working hours that exceed the agreed working hours over a longer calculation period.

C15. The question describes if and how the enterprise/institution has compensated the employee for extra working hours. The enterprise/institution can pay additional remuneration for extra time or offer additional free time and days off.

C18. The purpose of the question is to describe the times of the day during which the employee is working. This day is divided in three parts:

- from 6 to 18 o'clock;
- from 18 to 22 o'clock;
- from 22 to 6 o'clock.

During interviewing, enter the interviewee's estimation of the number of hours worked during each of those periods. The sum of the hours of the three periods should be equal to the number of weekly working hours specified under question C17.

C22. The purpose of the question is to find out the number of the employee's vacation days in the past 12 months. Vacation includes annual holiday, additional holiday and any additional holidays agreed with the enterprise/institution. This does not include study leave.

C24. The question is used to describe whether and for how many days the employee has been on study leave in the past 12 months, i.e., has been on a leave, with the consent of the employer, for the purpose of studying, acquiring education, skills and knowledge.

SECTION D. RELATIONSHIPS AT WORKPLACE

Section D of the Survey focuses on the employee's social relationships at workplace. It characterises the general quality of relationships and examines the conflicts and other problems, if any, experienced by employees in employment relationships.

D4A. The purpose of the question is to determine whether the employee has experienced conflicts with a manager or managers at workplace, resulting in deterioration of relationships at workplace and prevention of or interference with work. In a wider sense, a conflict can be regarded as a disagreement in which individuals or groups experience incompatible needs, values, objectives and desires, resulting in communication disturbances between people.

D6. With this question we determine whether the employee has experienced unjustified unequal treatment, discrimination at workplace in the past year. Discrimination refers to a situation where a person is subjected to inferior treatment due to belonging to a particular socio-demographic group. Discrimination includes any bias, exclusion or preference based on a group membership, which results in a loss of or hindrance to equal opportunities or equal treatment at workplace and in occupation. Therefore, Estonian legislation prohibits discrimination on the basis of nationality (ethnic origin), race, colour, gender, religion and political opinions, age, disability and sexual orientation.

Discrimination does not include situations where people are treated differently due to their education, skills, competence or other similar characteristics if the established requirements are justified and necessary (for example, it is not discrimination if a person is not hired because he or she lacks the required skills and knowledge).

SECTION E. COLLECTIVE EMPLOYMENT RELATIONSHIP

Collective employment relationship is regulation of working conditions between employees as collective(s) and the employer(s), in detail and in a broader sense. Collective employment relationship consists of parties of an employment relationship, processes for determining work conditions, means of retaliation, and the working conditions determined as a result. The parties of employment relationship are represented by trade unions or other organisations or persons representing workers on the side of employees, and single employers or employer organisations on the side of employers. The main means of retaliation are strikes, lock-outs, dismissal and making redundant, and threatening the other party with these measures.

E1. Trade union is an organisation representing the interests of employees. It is stated whether the employee belongs to an organisation representing employees in work relations. Professional associations, trade associations and professional organisations, which represent employees in concluding an agreement on employment relationships and conditions with employers, also belong here.

E3. Collective agreement is a voluntary agreement between employees or a union or federation of employees and an employer or an association or federation of employers, and also state agencies or local governments, which regulates labour relations between employers and employees.

The questions determine whether the work relations and working conditions of the employee are regulated by a collective agreement.

The minimum wage agreement at the state's level covers the whole working population of Estonia and therefore this question does not include that.

E4A, E4B, E4C, E4D, E4E, E4F. The objective of these questions is to state how the employee wishes to organise his or her work relations with the employer and agree upon the working conditions.

In the case of an individual agreement, an employee personally agrees upon the working conditions with the employer. In signing a mutual contract with co-workers, employees share expectations on what would a employment relationship be like, what kind of working conditions should the enterprise/institution have, and negotiate and agree them with the employers.

In the case of negotiating a employment relationship via trade union, the employees are represented by the trade union. Trade union shall gather the expectations and interests of the employees, talk to the employer and sign a collective agreement.

SECTION F. INCLUSION OF EMPLOYEES

Inclusion of employees shows how much are the employees informed of the actions of the enterprise/institution, the work relations, organisation of work, and work conditions, and to what extent can an employee have a say in making the decisions regarding these issues.

F3. The questions determine whether an enterprise/institution has a trustee and a working environment representative. **Trustee** is an employee of an enterprise/institution, who is elected by the members of a union of employees or by a general meeting of employees who do not belong to a union of employees to represent the employees in labour relations with the employer. On behalf of the persons who authorized him or her, the trustee is required to:

- represent employees in labour relations with the employer,
- monitor compliance with the terms of collective agreement, employment contract and labour laws,
- observe the obligation of employees to refrain from striking during the term of collective agreement,
- mediate between the parties to labour disputes,
- communicate information concerning employment relationships known to him or her to the employer or the employer's representative and to employees, their unions and federations,
- maintain any production, business or professional secrets which have become known to him or her.

Working environment representative is a representative elected by workers in occupational health and safety issues. The obligations of a working environment representative are to:

- monitor that occupational health and safety measures are implemented at workplace,
- monitor that workers are provided with personal protective equipment which is in working order,
- participate in the investigation of an occupational accident or disease in his or her area of work,

- notify the workers and the employer or the employer's representative promptly of a dangerous situation or deficiencies discovered in the working environment, and demand that the employer eliminate the deficiencies as soon as possible,
- be familiar with the instructions and legislation mandatory for workers,
- monitor that the workers receive necessary knowledge, instructions and training in the field of occupational health and safety.

F4, F5. These questions describe how the employee evaluates the performance of the trustee and the working environment representative in fulfilling their duties. The obligations of the trustee and the working environment representative are listed in question F3.

F7. Enables an employee to state from who does he or she get information on the activity, organisation of work and working conditions of the enterprise/institution. The objective of this question is to determine who informs the employees – the manager, managers, co-worker, communications manager, a trustee or a working environment representative.

Therefore, this question does not involve the method of informing the employees (i.e. via mail, at a meeting, on an information board), but who personally mediated information to the employee.

SECTION G. OCCUPATIONAL HEALTH

People spend most of their time working and it has an influence on peoples' health. Working environment and working have different risk factors that may influence employee's health, cause discomfort, work-related illnesses or injuries. The latter may result from constructions, working areas, machinery and equipment used, substances and materials used, work processes, organisation of work or the nature of work. Under the topic of occupational health, the dangers at work are introduced, as well as their effect on health, reasons for reduction of dangers and activities that enable to avoid accidents at work, work-related illnesses and discomfort.

G4. The questions describe what is done at the employee's workplace for reduction of dangers and making working safe.

Using safe working techniques starts with informing, instructing and counselling on how to make employees' conduct and working techniques safer. Instructing must first and foremost involve the use of the right techniques, ensuring that the means of work are in order, ensuring the safety of activity before starting work, and giving instructions for acquiring the correct working methods and practices.

Personal protective equipment helps to avoid the dangers resulting from working environment and the nature of work. For example, protective clothing can avoid contact with dust and materials, headphones help to avoid excessive noise, helmet and joint protections help to avoid injuries in falling, and filter or respirators are meant for protection of bronchial tubes.

Collective technical protective equipment protects all employees of an enterprise/institution who do the same work or work in the same environment (safety nets, guard rails, protective barriers, protective shields, rough floors, danger signs, etc.).

Adjusting the work equipment, work environment, organisation of work to the employee's capabilities – work equipment has to be suitable for working, correspond to the physical measurements of its user and his or her physical and mental capabilities. An employee should have a right to adjust lighting, ventilation, temperature, seat, working equipment, etc. In order to avoid physical and mental overload of employees, an organisation has to adjust the working process to the needs of employees as closely as possible. In developing employee's position and organising the work process, employee's physical, mental, gender- and age related peculiarities must be taken into consideration, as well as the change in employee's capacity to work during a working day or a shift, and possible long-term working alone. The position of each employee must be equipped as well as possible regarding their safety, for example, by the choice of means and methods of work.

G6. Occupational accident is employee's personal injury or death that took place in performing duties given to him or her in an enterprise/institution, or performing some other work on the permission of an enterprise/institution. Occupational accidents are also accidents taking place during a break, and other accidents occurring during acting in the interests of an organisation. This question describes whether an employee has had an occupational accident during the last 12 months at his or her workplace.

G11. The objective of this question is to describe illnesses and health-related issues, the main cause or intensifier of which has been working in an enterprise/institution.

NB! This does not include illnesses and health issues occurring as a result of an occupational accident. These are viewed separately in questions G6–G8.

G13A. The objective of this question is to describe whether working has caused work stress to the employee. Stress refers to tensions in the organism, caused by a need to adapt to strong environmental and work-related influences. These strong influences are called the stressors and the defence and adaption reactions produced by them form a stress situation. Therefore, it can be concluded that work-related stress is experienced when the work requirements exceed the employees' capacity to manage or control them.

G15. These questions describe whether an employee has visited an occupational health doctor for a health examination. The purpose of a health examination is to find out the possible health complaints, to evaluate their cause-and-effect relationship with the work conditions, measure the person's working capacity, counsel the employee and to give feedback on the results to the organisation. Health examination is an important part of health-related activities as a uniform process, helping to find out the need to take measures at the workplace to reduce health complaints.

G18. The objective of this question is to describe whether an establishment/institution has offered and an employee has participated in health preserving and promoting activities. The purpose of the aforementioned activity is to keep people safe from illnesses, injuries and other health problems, and to promote and improve their health.

SECTION H. REMUNERATION

In the subject of remuneration, we shall describe how an enterprise/institution compensates for the work done (how much and how it is paid).

H2. Remuneration includes work at time rates, piece-work, additional remuneration and bonuses (quarterly and annual bonus, Christmas bonus, etc.) additional remuneration of overwork, night work and working on days off, additional remuneration for working in health damaging conditions, holiday pay and –benefit, work stoppage remuneration, remuneration in kind (catering, etc.), benefit for temporary incapacity for work or caring for sick person (sick pay).

In order not to confuse gross salary and (or) net salary, both have been asked. Gross salary is the salary before income tax is deducted (earned salary). Net salary is the salary after income tax has been deducted (received salary). If a respondent can only name one, it is marked and another box will be left empty. It is important to state clearly which salary is talked about. If it becomes evident that a respondent received (additional) salary on which he or she does not pay taxes (the so-called under-table payments, tips, etc.), this sum shall be marked (added to) the both boxes – gross and net salary.

H5. This **question** describes performance pay. The amount paid by an employer to an employee depends on the work results. The basis for calculating the result may be effective work of a single employer, as well as a team, department, enterprise, institution. The effectiveness of work may be manifested in greater production, better quality, profitability, etc.

H6. This question describes sharing holding as a way of remuneration. This question shall be asked only with regard to a company. In the case of sharing holdings, employees have an opportunity to buy enterprise's stocks, shares or options (a right to buy holdings in the future on the terms currently set), or the stocks or shares shall be distributed to employees as remuneration. Sharing holdings is the part of remuneration system, determining which employee groups may acquire holdings and on what conditions. The purpose of sharing holdings is to increase cooperation between employees and the management board via a larger organisation, understanding of the joint objectives of the workplace, and negotiations.

SECTION YEL. PERSON'S EDUCATIONAL LEVEL

YEL1. Respondent's highest level of education obtained in general education school at the moment of the interview shall be marked, as well as the year of graduation. General education acquired in schools of vocational education may not be considered. It must be noted that the level of general education has to be marked for all people (incl. the ones with higher education). It does not matter, in what kind of form of study (day or evening studies, distance learning or as an extern) the education was acquired. Only graduated educational institutions (or classes) are taken into account.

1 – secondary education – a person has graduated from high school with ten, eleven or twelve classes, a gymnasium, a secondary science school, general educational college or received secondary education in a school for disabled children or in a special school. It does not include persons who have acquired secondary education in an institution of vocational training together with vocational education, or secondary specialized education based on basic education.

2 – basic education (incl. non-graduated secondary education) – a person has not acquired secondary education, but has graduated

- in 1920–1940 from institution for vocational training;

- from a secondary science school or a progymnasium that worked until 1940;
- from a non-complete secondary school or 7th grade until 1961;
- from at least 8 grades in a general education school in 1962–1989;
- from elementary school or at least 9 grades in a general education school in 1990 and later;

or has

- obtained specialised secondary education based on basic education;
- received basic education in a special school.

3 – elementary education – a person has not acquired basic education, but has graduated from (at least) one of these school types:

- one-grade rural municipality school, town elementary school, one- or two-grade ministry school, a parish school, higher elementary school until 1920;
- 4. or 6. grade until 1930;
- 6. grade in 1930–1944, also including elementary evening schools for adults;
- 4. grade in 1945–1971;
- 3. grade in 1972–1989;
- 6. grade in 1990 or later.

4 – without elementary education – person has not attended school or has attended school, but has not graduated from educational level equal to elementary education.

YEL2. The objective of this question is to find out the highest graduated level of vocational, occupational or professional education at the moment of interview. It should be noted that person's level of education is determined by the highest educational institution or grade in the formal educational system (i.e. general education school, vocational educational institution or institution of higher education); non-graduated education does not raise that. The level of education of people who have acquired vocational, occupational or professional education in a foreign country shall be determined analogously with the educational level acquired in Estonia.

1. Does not have vocational, occupational or professional education – a person has not acquired vocational or special education. It also involves people who have graduated from a (general education) secondary school and also received a vocation from a general education school.
2. Vocational education – person has received a certificate on preparations in vocational education after graduating from some level of general education school. It should be noted here that acquiring a vocation in a secondary specialized education school or a technical school is not an option here.
3. Vocational secondary education – a person has graduated vocational education based on secondary education, or a vocational secondary education study programme in some educational institution.
4. Secondary specialized education or technical school education – a person has graduated from a technical school, a higher agricultural or horticultural school, nautical school or some other educational institution based on secondary specialized education study programme.
5. Higher or doctoral education: higher vocational education, professional higher education, Diploma, Bachelor or Master studies – person has graduated from higher educational institution or some other educational institution's professional higher education study programme, or Diploma study, Bachelor, or Master study, or received a candidate or a doctoral level degree. It also includes people graduated from residency.

Higher vocational education: no academic degree is given upon graduation, only a diploma certifying higher education (graduating is possible since 2000). A person has graduated from institution of (professional) higher education, vocational educational institution or some other educational institution's higher vocational education study programme. Since 2008, higher vocational education can no longer be acquired.

Professional higher education or Diploma studies: no academic degree is given upon graduation, only a diploma certifying higher education. A person has graduated from higher educational institution or some other educational institution's study programme of professional higher education (graduation possible since 2002) or Diploma studies (graduation possible since 1992).

Bachelor's studies: a person has a diploma certifying Bachelor's degree (graduation possible since 1992), i.e. he or she has passed the study programme of an institute, academy, university or some other educational institution.

Higher education acquired before 1992: a person has a diploma certifying higher education (before 1992), i.e. he or she has passed the study programme of an institute, academy, university or some other educational institution. If a person has acquired higher education before 1992 in a foreign country, the level of education the person received shall be marked, not "higher education acquired before 1992".

Master level studies (incl. integrated Bachelor's and Master studies): a person has received a Master's degree. This level also includes people graduating residency and people who passed one-year teacher training after graduating from Bachelor studies, as well as people graduated from integrated studies (possible since 2002).

Qualification acquired in the Soviet Union educational system shall be considered equal to doctoral level degree, certified by:

- diploma of candidate degree (*Kandidat nauk*);
- diploma of doctoral degree (*Doktor nauk*).

The mentioned levels cannot be acquired in the case of graduating from people's university, Marxism-Leninism, etc.

YEL3. It is important to differentiate vocational education by the base education requirements:

1 – no educational level requirement on admission.

2 – basic education required. If a person has graduated vocational education based on secondary education, he or she shall be classified under vocational secondary education (the required level of education on admission is secondary education).

YEL4. It is important to differentiate vocational secondary education and secondary specialized education/technical school education by the base education requirements in the corresponding educational institution:

1 – based on basic education – a person has graduated a study programme of vocational secondary education in an educational institution where the required educational level upon admission is basic education, or the person has graduated from technical school, commercial school, a higher agricultural or horticultural school, nautical school or some other educational institution based on secondary specialized education study programme, requiring basic education upon admission.

2 – based on secondary education – a person has graduated a study programme of vocational secondary education in an educational institution where the required educational level upon admission is secondary education, or the person has graduated from technical school, commercial school, a higher agricultural or horticultural school, nautical school or some other educational institution based on secondary specialized education study programme, requiring secondary education upon admission.

YEL11. The studies for acquiring general, vocational, special and professional education in the formal education system need to be fixed, incl. studies in university, vocational educational institution or institution of higher education.

YEL12. The questions determine the level of studies. Studies in day and evening courses, as well as distance learning shall be taken into account (in both, part- and full time learning), also if there is a break in the studies, but a formal connection to the educational institution has preserved (i.e. an academic leave).

Educational level: 1.–6. in grades 1–6 – the person studies in grade 1–6 of a general education school (located at a pre-school child care institution, elementary school, basic school, secondary school, gymnasium, etc).

Educational level: grade 7–9 – the person studies in grade 7–9 of a general education school.

Educational level: grade 10-12 – the person studies in grade 10–12 of a general education school.

Vocational education or vocational secondary education – the person studies in a vocational educational institution, but does not acquire secondary education under the same study programme, or the person is acquiring vocational secondary education or acquires vocational training based on secondary education. It is important that the educational institution would belong to nationally regulated educational system, i.e. documentation on acquiring a profession is officially certified. It includes students studying in vocational educational school that is meant for persons who have passed the minimum school-leaving age and do not have basic education, or for youngsters with special needs, also people who study in vocational educational school based on basic education.

Professional higher education – a person studies under the professional higher education study programme of higher educational institution or some other educational institution (no academic degree shall be given upon graduation), in which the required level of education in admission is secondary education.

Bachelor's degree – a person studies in bachelor's study in an institution of higher education.

Master's level degree (incl. integrated bachelor's and master studies) – a person studies at the Master's level in an institution of higher education, or is at a residency after graduating from an institution of higher education (in the

field of medicine), or a person studies in the course of teacher training, architecture and construction, or veterinary and medicine under the integrated study programme of Bachelor's and Master studies which gives no educational document certifying graduation from the Bachelor's studies, and the students graduate with a Master's degree or a degree equal to it.

Doctoral degree (incl. residency) – a person studies in an institution of higher education in Doctoral studies or residency (studying medicine).

YEL22. This question describes whether and in what way has the skills and knowledge of the employee been improved in the Enterprise/institution.

In-service training and retraining include training methods or –activities, incl. level training completely or partially funded by an enterprise for its employees (partial funding also includes paid study leave and enabling an employee to go to school during paid working hours). Measures or activities completely funded by Unemployment Insurance Fund, other public sector institutions or employed people are not included here.

In-service training is divided into internal and external training. Internal trainings are planned and organised by an enterprise itself, although it may organise these outside the enterprise (for example, in a conference hall of a hotel). An enterprise is guided by its own needs and wishes in planning trainings, and determines the subject of the training based on that. External in-service trainings are planned and organised by external organisations. The courses shall be considered external even if they take place in the rooms of the enterprise. An enterprise finds a suitable training from the existing offers of training companies (or other organisations), sends its employees or orders this training to be held in its premises. An external in-service training may also be organised by an enterprise belonging to the same group of undertakings. External in-service trainings also include participation in level training, if the enterprise funds it to its employees fully or partially (partial funding also includes paid study leave and enabling an employee to go to school during paid working hours) (in this questionnaire level training has sometimes brought out as a separate subdivision; in this case, level training should not be counted in the courses of external in-service trainings).

Participation in work-related conferences, seminars and fairs shall be considered training only if its purpose for the participating employees is the direct learning and acquiring new knowledge and skills.

Independent learning takes place as an intentional improving of knowledge planned in cooperation with the employer, the time and place of which can be chosen by the employee. Independent learning takes place without the guidance of a teacher/trainer. Learning can take place at work, home or some social establishment (i.e. a library). A student can acquire knowledge in different ways: by using video- and audio tapes, through written communication, via computer (including the Internet) or at study centres. Independent learning is a purposeful activity; it does not include irregular surfing on the Internet or independent learning taking place as a part of in-service training.

Study group at workplace is a group formed of people working in the enterprise with an objective to get better acquainted with the requirements set for organisation of work, work processes and positions. Study group members have equal status, notwithstanding of their actual positions.

SECTION I. SECONDARY JOBS

I1. Together with the employee's contact information, an interviewer gets to know the enterprise/institution that is talked about during filling the questionnaire. A respondent may simultaneously work in several enterprises/institutions. The questions state whether an employee works for some other enterprise/institution in addition to the place of work described in the questionnaire.

I2. The question describes how many hours did the person do another job or jobs (if the respondent has several secondary jobs) last week. NB! Working hours in an enterprise/institution discussed in Section C of the questionnaire shall not be taken into consideration when calculating the working time.

SECTION YG. PERSON'S HEALTH

YG1. It is important that the interviewer would not affect the answers with his or her attitude. For example, a person with chronic illness and/or elderly person can estimate his or her health to be very good. Estimation has to be to health in general, not to health at the current moment. Both, mental and physical health are included.

YG2. YG3. Chronic disease is a permanent medical condition that needs long-term observation, examination and treatment. It is important to involve all long-term health problems, including:

- a) the ones that have lasted or will probably last at least 6 months;
- b) seasonal problems (recurring or probably recurring) that may last less than 6 months at a time (i.e. hay-flu);

- c) the ones that are not considered to be serious by the respondent (i.e. hay flu);
- d) the ones that are not diagnosed by a doctor.

Pregnancy anomalies are not considered to be long-term health problems.

It is also important to include the consequences of accidents/injuries, congenital injuries, birth defects and other health-related physical or mental disabilities and losses in functions.

All the questions have to be asked, even when a person assessed his or her health to be good or very good.

The activities normally done by people are meant; not the everyday activities of the respondent. Since people with long-term health problems may have been adapted their everyday activities, the comparison background needs to be the activities that people in generally do in society. The period of six months states the duration of the limited situation, not the duration of the health problem. If the limitation is recent, but it is expected to last for more than six months in the future, it does not have to be taken into consideration in this question. An answer shall be given only on the basis of past experience.

A health problem in this question is a physical or mental problem, illness or disability that may have been caused by an injury or also be congenital. The limitations due to monetary, cultural or other non-health related reasons may not be considered here.

YG4. The need for doping is asked from everyone. When considering the need for help, think of the help provided by people, not technical aids (i.e. a wheelchair) that enable a person to cope by him- or herself. The need for help shall be stated only in the case of health-related problem, not for small children needing care, for example.

- 1 A household member does not need outside help, if he or she can generally manage the everyday activities.
- 2 A household member sometimes needs outside help, if he or she needs assistance in harder activities (i.e. cannot heat the furnace on their own, cannot manage shopping, etc.).
- 3 A household member needs a constant outside help, if he or she is not capable of managing simple everyday activities at home (eating, using a bathroom, taking a bath, etc.).

7. QUESTIONNAIRE FORMAT

The paper questionnaire has been divided into two columns:

1. The first is for the name of the characteristic, for example, "A01". If a question has sub-questions, each sub-question is a separate characteristic. For example, A01 – Time of interview; A01A – date; A01B – month.
2. The second column is for question with the list of possible answers and guidance. The guidance has been added to avoid asking irrelevant questions about the respondent's life. In that case, a note has been added as to which question should an interviewer move on. If the question has been presented in the form of a table (the same question is asked several times, either about different periods, to different persons, etc), the guidance have been stated in the last column.

On a computer screen, usually one question or sub-question at a time is displayed together with the possible answers, but answers to several questions can also be seen at the same time. The screen divides into three:

1. The upper part includes a question.
2. The middle part has possible answers to choose from. If there are more possible answers than can be displayed, a scrollbar appears. These questions have a number, representing the number of possible answers to choose from. It helps the interviewer, so that he or she would know to use the scrollbar.
3. The bottom part has fields for entering the answer. Simultaneously, the answers to more than one question can be seen, and the question currently active is displayed in a box.

Reading out the questions. The questions asked and the answers provided are meant for obtaining information from the respondent and these must be read out to them in the wording presented. A question shall be read out to the last punctuation mark of the sentence: either a full stop or a question mark.

1. If the last punctuation mark precedes the list of possible answers, the answers shall not be read out. Mostly, the possible answers for such questions can be anticipated (i.e. the "yes" and "no" answers to questions that can only be answered that way), or there are too many possible answers to read them all out. In the latter case, a card book may help, and the interviewer has to place the respondent's answer to the correct option. Therefore, only the upper part of the text shall be read out from a computer.

Example

In paper questionnaire, the question is as follows:

YD3	Is your agreement of lease with the owner of the dwelling entered into in an oral or a written form? 1. Written 2 Oral
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A question shall be read out as follows: "Is your agreement of lease with the owner of the dwelling entered into in an oral or a written form?"

On a computer screen, the question is displayed as follows:

In an upper part: Is your agreement of lease with the owner of the dwelling entered into in an oral or a written form?

In the middle part: 1. Written
 2 Oral

A question shall be read out as follows: "Is your agreement of lease with the owner of the dwelling entered into in an oral or a written form?"

2. If the last punctuation mark follows the list of possible answers, the answers shall be read out as well. If the possible answer "Other" shall not be read out with the other possible answers, the last punctuation mark precedes that answer and the answer is capitalised. Therefore, the upper and the middle part of the text shall be read out from a computer. Thereby, careful consideration should be given to whether the option "Other" should be read out loud or not.

Examples

In a paper questionnaire, the question is as follows:

YA6	Is /name/ currently... 1 employed 2 unemployed 3 retired 4 other?
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A question shall be read out as follows: "Is /name/ currently 1 employed, 2 unemployed, 3 retired, 4 other?"


On a computer screen, the question is displayed as follows:

In an upper part: Is /name/ currently...

In the middle part: 1 employed
 2 unemployed
 3 retired
 4 other?

A question shall be read out as follows: "Is /name/ currently 1 employed, 2 unemployed, 3 retired, 4 other?"

In a paper questionnaire, the question is as follows:

YF10 	Which of these following groups do you belong to? Are you... 1 salaried employee 2 undertaking with salaried employee(s), a farmer with salaried workforce → YF12 3 sole proprietor, farmer without salaried workforce, freelancer → YF13 4 unpaid worker in a family business, farm? → YF13
YF10m	5 OTHER. WRITE

A question shall be read out as follows: "Which of these following groups do you belong to? Are you 1 salaried employee, 2 undertaking with salaried employee(s), a farmer with salaried workforce, 3 sole proprietor, farmer without salaried workforce, freelancer, 4 unpaid worker in a family business, farm?"

On a computer screen, the question is displayed as follows:

In an upper part: Which of these following groups do you belong to? Are you...

In the middle part: 1 salaried employee
 2 undertaking with salaried employees, a farmer with salaried workforce
 3 sole proprietor, farmer without salaried workforce, freelancer
 4 unpaid worker in a family business, farm?
 5 OTHER

A question shall be read out as follows: "Which of these following groups do you belong to? Are you 1 salaried employee, 2 undertaking with salaried employee(s), a farmer with salaried workforce, 3 sole proprietor, farmer without salaried workforce, freelancer, 4 unpaid worker in a family business, farm?"

3. If a question contains sub-questions, the main question shall be read out together with the first sub-question. As to the next sub-questions, the part of the main question ending in three points shall be read out, as well as the sub-question. The sub-questions will be displayed one at a time on a laptop.

In a paper questionnaire, the question is as follows:

YD15	What kind of heating do you have in your dwelling? Do you have...		
		Yes	No
A	... central heating?	1	2
B	... local heating (incl. gas heating)?	1	2
C	...an oven or a wood stove?	1	2
D	...electric heating?	1	2
E	...other form of heating?	1	2
YD15m	Please specify.....		

The questions shall be read out as follows: "What kind of heating do you have in your dwelling? Do you have central heating? (Answer) Do you have local heating, incl. gas heating? (Answer) Do you have an oven or a wood stove?

(Answer) Do you have electric heating? (Answer) Do you have other form of heating? (Answer) (If the answer is yes, please continue). Please specify."

On a computer screen, the questions are displayed as follows:

In an upper part: What kind of heating do you have in your dwelling? Do you have central heating?

In the middle part: 1 Yes

2 No

The question shall be read out as follows: "What kind of heating do you have in your dwelling? Do you have central heating?"

In an upper part: Do you have local heating, incl. gas heating?

In the middle part: 1 Yes

2 No

The question shall be read out as follows: "Do you have local heating, incl. gas heating?", etc.

Alternative wording. In the case of some misleading questions, an interviewer has to choose between different forms of wording. An alternative wording has been presented using brackets () and a slash /. Depending on the context, the part of question in brackets may be read out, but it is not obligatory; in the case of a slash, one of the alternatives divided by slash shall be read out. In order to make the alternatives stand out from the rest of the text, they are underlined; in the case of complete sentences, they are separated by the word OR. Whenever possible, questions shall be presented in the correct wording in computer.

Explanatory texts. To several questions, an explanatory text in italics has been added. This text is for reading out with the question, if necessary, so that the respondent would know what to consider when replying.

Connecting texts. In addition to the questions asked, connecting texts should also be read to respondents, helping to make the transitions in the questionnaire smoother.

Notes to interviewers have been presented in capital letters. Such parts are not read out, these are guidance for interviewers.

Important words in questions have been presented in semibold writing in paper questionnaires, and in red on computer screens. These words shall be emphasised when reading out the question.

Marking the answers. The most important aspect in marking the answers is to observe the conformity between different questions. Finding out discrepancies during the interview and eliminating them helps to avoid later specifications and a need to meet with the respondent once more. In order to make it easier to observe concordances between the answers, the insertion programme has logical controls. In the event of discrepancies, an error message occurs. It has to be responded immediately by correcting the mistake, if necessary (if the

interviewer made a mistake in entering the answers) or an explanatory note added (in the case of an unusual situation). The explanatory note has to explain the situation well enough, therefore notes like “correct”, “checked”, etc. are not sufficient.

Number of possible answers allowed. In the case of questions with possible answers to choose from, only one answer may generally be chosen. All questions allowing for more than one answer are marked with the corresponding comment. If a respondent offers several answers to a question with only one allowed answer, an interviewer shall ask for him to choose the most relevant one.

Answer OTHER. If there is no suitable option among the possible answers given, the option OTHER shall be marked. In order to direct a respondent to first choose between the given answers, the option OTHER is usually not added to the answer card. Before using this option, an interviewer has to make sure that the answer given does not fit under any of the given answers.

Answer DOES NOT KNOW or REFUSES. *If a respondent is not able to remember the exact time of some event in his or her life, an interviewer has to help him or her remember by asking other questions. To make remembering easier, it should be recommended to the respondent to tie this event to other, better remembered events in their life (did it take place before moving, graduation, birth of a child, getting married, leaving parents, etc). If a respondent is not able to give even a vague answer notwithstanding the efforts, an interviewer may use the options DOES NOT KNOW or REFUSES. In such case, the option “Answer Does not know or Refuses” shall be chosen from the insertion programme menu. Also, key combinations Ctrl+K (does not know) or Ctrl+R (refuses) may be used. However, in such case, the values in the database for these answers shall be 9...8 or 9...9.*

Using the options DOES NOT KNOW or REFUSES is not allowed for all questions.

Using the card book. In order to make it easier to understand long or complicated questions, a card book needs to be used. It shall be handed to a respondent by an interviewer, if the symbol of a sun (☀) is marked in the paper questionnaire next to the question, and in computer, the word CARD is displayed.

Encoding. On encoding, a code shall be given automatically on the basis of the text entered, and shall not be asked from a respondent. For that, a note “Filled out automatically!” is added to such fields in the questionnaire. Most of the textual answers shall be encoded during an interview. For that, classifiers are used. The name of the classifier has been presented in the instructions next to the corresponding question. The following answers shall not be encoded during an interview:

- a) explanation of the answer OTHER;
- b) primary activity of the enterprise/institution;
- c) occupation;
- d) completed and currently studied area of specialisation.