

# Work-life balance survey

Long version

#work-life balance #development #performance

Managers need to have information about employees well-being and work-life balance to be able to identify and tackle emerging problems and create a long-term strategic perspective. Use the survey results to make good strategies that will result in increase in overall employee motivation and in greater productivity, retention, and innovation.

You can download the original version of this file [here](#).



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YOUR LOGO

2070

## Work Life Balance Survey - Employees

Record no:

### Introduction

We would be grateful if you could spare the time to take part in our survey – it should only take around 15 minutes to complete. The survey concerns the work-life balance of employees in large companies within European countries. The research is being conducted by Accent on behalf of the Research Institute of Economy, Trade & Industry in Japan (RIETI) with the cooperation of the Small and Medium Enterprise Agency of the Japanese Ministry of Economy, Trade & Industry. (German only say: on behalf of Instituts für Wirtschafts- und Sozialforschung des Kabinettsbüros der Regierung von Japan (ESRI).

Your views are of great interest. Any answer you give will be treated in complete confidence in accordance with the Code of Conduct of the UK Market Research Society.

Please click on the appropriate answer to each question or type in your answer where required. The counter at the top of the screen will show you how much more of the questionnaire is remaining. If you wish to exit the questionnaire you can do so and go back into it at the same point later on.

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Q1a Can I just confirm how many employees you have at your company in total?

<250 **THANK & CLOSE**

250-499

500-999

1,000-9,999

Over 10,000

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Q1b What is the main business of your company? **SINGLE CODE.**

1. Mining
2. Construction
3. Manufacturing
4. Electricity/ Gas/ Heating/ Water supply
5. Information and Telecommunications
6. Transportation or Postal Services
7. Wholesale
8. Retail
9. Finance or Insurance
10. Real Estate or Rental Market
11. Catering or Lodging
12. Education or Learning Support
13. Other Services
14. Local/national government **THANK & CLOSE**
15. Charity **THANK & CLOSE**
16. Other **PLEASE SPECIFY** \_\_\_\_\_

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Q1c And can I just check that your organisation is a commercial rather than a 'not for profit' organisation?

Yes – commercial

No – not for profit **THANK & CLOSE**

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Q1d Thinking about your job, would you describe yourself as a ‘white collar’ worker? In other words your job is Specialist, Technical, Management, Clerical, Sales or a similar type of role.

Yes – white collar role

No – different type of role **THANK & CLOSE**

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## Questionnaire

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Q1. Which of the following best describes the division or department in which you work?

“Department” in this survey refers to your division or department. If you are a manager or director, “department” refers to the area which you supervise and manage.

Personnel/ Administration/ Accounting/ Public Relations/Legal/Audit/Purchasing

Planning/Corporate Strategy/Risk Management

Research/ Development/ Design

IT/Information Processing

Sales and Marketing (including client account management)

Sales/ Services (customer services, any sales, any service activities)

Construction, Manufacturing, Transportation, etc

Other, please specify

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Q2. Which of the following best describes your current job?

Specialist/ Technical (including researcher, trainer, engineer etc)

Managerial

Clerical

Sales

Sales representative (sales calls, client account management etc.)

Services (any types of services including customer services)

Other, please specify

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Q3. How long have you been working in this job at your current company?

Under 1 year

1 year – 2 years 11 months

3 years – 4 years 11 months

5 years – 6 years 11 months

7 years – 9 years 11 months

10 years – 14 years 11 months

Over 15 years

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Q4. Which of the following best describes your current position?

Permanent employee (with no managerial responsibilities)

Deputy Section Manager, Subsection Manager, or equivalent

Section Manager

Department Manager or higher

Other, please specify

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Q5. Have you ever worked in the same job as now but for a different company?

Yes

No **GO TO Q7**

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Q6. How many years did you work in that job for?

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- Under 1 year
- 1 year – 2 years 11 months
- 3 years – 4 years 11 months
- 5 years – 6 years 11 months
- 7 years – 9 years 11 months
- 10 years – 14 years 11 months
- Over 15 years

Q7. Do you earn an income from any other job apart from this job?

- Yes
- No

Q8. How would you describe your job in terms of each of the following? Please say whether each statement is True, Basically true, you can't say either way, Not really true or Untrue. **ROTATE**

	True	Basically true	I can't say either way	Not really true	Untrue
I have a heavy workload .....	1	2	3	4	5
I have many deadlines to meet .....	1	2	3	4	5
My job description is clearly defined.....	1	2	3	4	5
I can decide my own work schedule .....	1	2	3	4	5
The competencies needed for my job (the requisite knowledge and skills) are clear .....	1	2	3	4	5
The knowledge and skills I use in my job would be transferable if I moved company .....	1	2	3	4	5
My job is carried out in a team with others.....	1	2	3	4	5
I often have to negotiate with other departments in my work .....	1	2	3	4	5
Getting authorisation/buy in from a wide range of people takes time in my work .....	1	2	3	4	5
I am often faced with unexpected tasks .....	1	2	3	4	5

Q9. How would you describe the way your boss (the person you report to or who supervises you) manages the department in terms of each of the following? Please say whether each statement is True, Basically true, you can't say either way, Not really true or Untrue. **ROTATE**

	True	Basically true	I can't say either way	Not really true	Untrue
The way I deal with urgent work affects my reputation .....	1	2	3	4	5
People who work overtime or on holidays are evaluated highly .....	1	2	3	4	5
My boss is careful to assign work equally to all his/her subordinates .....	1	2	3	4	5
My boss understands how his/her subordinates see their future career and life, and takes the time to set goals and allocate work accordingly.....	1	2	3	4	5
My boss checks on the progress of work at appropriate intervals.....	1	2	3	4	5
My boss gives proper feedback so that I can understand the results of my evaluation.....	1	2	3	4	5
My boss is keen to train his/her subordinates .....	1	2	3	4	5
There is good communication between my boss and his/her subordinates.....	1	2	3	4	5
My boss aims to share information between everyone in the department .....	1	2	3	4	5

My boss works efficiently..... 1..... 2..... 3..... 4..... 5  
 My boss is considerate of his/her subordinates'  
 lives and families outside work..... 1..... 2..... 3..... 4..... 5  
 My boss treats his/her female and male  
 subordinates equally..... 1..... 2..... 3..... 4..... 5

**Q10.** How would you describe your department in terms of each of the following? Please say whether each statement is True, Basically true, you can't say either way, Not really true or Untrue. **ROTATE**

		Basically True	I can't say true either way	Not really true	Untrue
		1	2	3	4
If other people are still in the office, it is difficult to leave even if I have finished my work .....	1.....	2.....	3.....	4.....	5
Even if I'm efficient and finish my own work, I'm just given work from other people .....	1.....	2.....	3.....	4.....	5
The general culture is to try and finish your work within your scheduled working hours.....	1.....	2.....	3.....	4.....	5
There is good communication between colleagues in the department .....	1.....	2.....	3.....	4.....	5
I often go for a drink with colleagues after work .....	1.....	2.....	3.....	4.....	5
The culture in my department is such that colleagues are willing to share information .....	1.....	2.....	3.....	4.....	5
There are people in the department who can cover other people's work .....	1.....	2.....	3.....	4.....	5
People can fulfil their potential regardless of their gender .....	1.....	2.....	3.....	4.....	5
The general atmosphere is such that taking time off for family reasons such as parental or dependents' leave is accepted, regardless of the person's gender or position in the company .....	1.....	2.....	3.....	4.....	5

**Q11.** Is your line manager male or female?

Male  
 Female

**Q12.** Does statement A or B best reflect the attitude towards job performance in your department?

A	Closest to A	Closer to A than B	Closer to B than A	Closest to B	B
To produce the best possible results with a given time frame	1	2	3	4	To work as many hours as needed to produce excellent results

**Q13.** If you received an urgent request from an important client (a request not related to routine work or a request that needed to be fulfilled immediately), how would you respond, like A or like B?

A	Like A	Closer to A than B	Closer to B than A	Like B	B
Even if it was unreasonable, you would rearrange things in the office to answer their request	1	2	3	4	You would give the client the possible time frame for a response based on the current situation in the office

**Q14.** Do you think any of the following people could cover your work for you? Please tick all those that apply

1. A recent university graduate
2. Someone in the same kind of job at another company
3. Someone in a different job at your company
4. Someone in the same kind of job at your company
5. None of the above

Q15. If someone in your department wanted to A) take extended unpaid leave or a sabbatical of more than 6 months, how would the situation be dealt with?

Q16. And B) if someone in your department wanted to work part time, how would the situation be dealt with? Please choose all that apply.

A      B

- Adjust working hours of existing permanent employees accordingly .....
- Adjust working hours of existing temporary workers accordingly .....
- Transfer of permanent employees between departments .....
- Transfer of temporary workers between departments .....
- Adjust the number of permanent employees accordingly .....
- Adjust the number of temporary workers accordingly .....
- Adjust the number of agency workers accordingly .....
- Outsource work accordingly .....
- Review workloads that can be managed by existing staff .....
- Review job descriptions of existing staff .....
- No action taken in particular .....

Q17. How does the head of your department respond to A) the short-term decrease or increase in workloads for your department

Q18. and B) the long-term decrease or increase in workloads for your department?? Please choose all that apply.

A      B

- Adjust working hours of existing permanent employees accordingly .....
- Adjust working hours of existing temporary workers accordingly .....
- Transfer of permanent employees between departments .....
- Transfer of temporary workers between departments .....
- Adjust the number of permanent employees accordingly .....
- Adjust the number of temporary workers accordingly .....
- Adjust the number of agency workers accordingly .....
- Outsource work accordingly .....
- No action taken in particular .....

## Section 2 - Measures taken to promote a work-life balance

Q19. To the best of your knowledge - compared to other companies in the same industry, does your current company take any measures towards a work-life balance for its employees? Please choose a number from 0 to 10, where 0= No measures taken and 10= Measures taken.

No measures taken Measures taken  
 0.....1 .. .....2.....3.....4 .....5 .....6.....7.....8 .....9 ..... 10

Q20. At your current company, have you taken advantage of any of the following policies, which allow you to have flexibility in your work and home life? Please choose all that apply.

- Parental / adoption leave policy
- Extended unpaid leave or sabbatical of more than 6 months for a reason other than parental leave
- Part time working system for parental purposes
- Part time working system for a reason other than parental purposes

Flexitime system (allowing employees to work their hours at different times)  
Working from home / Telecommuting system  
Other flexible work system - please specify  
None of these

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Q21. Does your company have any of the following policies or systems? Please tick all that apply

Yes or No

Parental or dependents' leave .....  
Part time working system .....  
Flexitime system .....  
Working from home /Telecommuting system .....

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Q22. **ASK OF THOSE MENTIONED AT Q20** Has anyone at your department taken advantage of these policies or systems? Please tick all that apply

Yes      No

Parental or dependents' leave .....  
Part time working system .....  
Flexitime system .....  
Working from home /Telecommuting system .....

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Q23. **ASK OF THOSE MENTIONED AT Q20** Do you think it would be easy or difficult (or do you find it easy or difficult) to use each of these policies?

Easy      Difficult

Parental or dependents' leave .....  
Part time working system .....  
Flexitime system .....  
Working from home /Telecommuting system .....

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Q24. **ASK OF THOSE MENTIONED AT Q20** What would you say the policy's overall effect is on the productivity of your company?

Positive      Negative      None

Parental or dependents' leave .....  
Part time working system .....  
Flexitime system .....  
Working from home /Telecommuting system .....

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**Section 3 - Your working life**

Q25. Please describe your average working day during the past month using the 24-hour clock. If it varies please tell us the most common times.

At what time do you... **RECORD IN HOURS AND MINUTES**

- a Leave the house
- b Arrive at workplace
- c Start work
- d Finish work
- e Leave workplace
- f Arrive home

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Q26. Which of the following best describes your work? Please tick all that apply.

- 1. Full-time, normal working hours

2. Flexitime (allowing employees to work their hours at different times)
3. Ad hoc flexible working (at managers and employees' discretion on a case-by-case basis)
4. Working from home/Telecommuting (all or some days of the week are spent working from home)
5. Part time working
6. Other – Please specify

Q27. How many hours per week do you work on average (including overtime)?

.....

Q28. How many days per week do you work on average?

.....

Q29. Approximately what percentage of your working week is spent in meetings?

.....%

Q30. About how many hours of work do you take home per week (excluding time spent telecommuting or officially working from home)?

.....

Q31. If you work overtime, are you paid an overtime premium?

- Yes, work overtime and paid an overtime premium  
 Yes, work overtime but not paid a premium **GO TO Q33**  
 No, don't officially work overtime. **GO TO Q33**

Q32. How many times your normal hourly rate is the rate of your overtime premium (ie for normal overtime; not late-night work or the like)? For example if your normal hourly rate is £10 and your overtime rate is £12, the rate is **1.2** times. You would therefore enter 1.2 in the box below.

.....times my normal hourly rate

Q33. If you could choose your working hours paid at your current hourly rate of pay, would you choose to increase or decrease the number of hours you worked? If so, by how much? Please tell us how many extra hours would you increase by or how many fewer hours would you decrease by – we are not looking for the total hours you would end up working.

1. Increase →→→→ Increase by  hours per week  
 2. Not change  
 3. Decrease →→→→ Decrease by  hours per week  
 4. Don't know

Q34. If your current hourly rate of pay were doubled permanently and you could choose your working hours, would you increase or decrease the number of hours you worked? And by how much? Please tell us how many extra hours would you increase by or how many fewer hours would you decrease by – we are not looking for the total hours you would end up working.

1. Increase →→→→ Increase by  hours per week  
 2. Not change  
 3. Decrease →→→→ Decrease by  hours per week



4. Don't know

Q35. Imagine you win the lottery, and receive the equivalent of your previous year's salary every year forevermore. In this situation, if you could choose your working hours, would you increase or decrease the number of hours you worked? And by how much? Please tell us how many extra hours would you increase by or how many fewer hours would you decrease by – we are not looking for the total hours you would end up working.

- 1. Increase →→→→ Increase by 

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 hours per week
- 2. Not change
- 3. Decrease →→→→ Decrease by 

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 hours per week
- 4. I would resign
- 5. Don't know

Q36. If we call the maximum effort you could put into your work 100%, how hard do you think you work generally in your current position?

.....% .....

Q37. Which of the following (1) to (5) is closest to your reaction to the following opinion? 'People should work as many hours as necessary to do their work well'

- 1. I strongly agree
- 2. I agree slightly
- 3. I can't say either way
- 4. I disagree slightly
- 5. I strongly disagree

Q38. Which of the following (1) to (5) is closest to your reaction to the following opinion? 'Men and women should both aim to find a balance between family and work'?

- 1. I strongly agree
- 2. I agree slightly
- 3. I can't say either way
- 4. I disagree slightly
- 5. I strongly disagree

Q39. Do you feel stressed by work?

- 1. I feel very stressed
- 2. I feel a bit stressed
- 3. I can't say either way
- 4. I don't really feel stressed
- 5. I don't feel at all stressed

**Section 4 - Your views**

Q40. How content are you with each of the following? Please choose the most appropriate answer. ROTATE.

	Fairly Content	I can't say either way	Not really content	Not Content	
Workload .....	1	2	3	4	5
Job description .....	1	2	3	4	5
Communication with colleagues .....	1	2	3	4	5
Communication with bosses .....	1	2	3	4	5

Education and training opportunities .....	1	2	3	4	5
Working hours .....	1	2	3	4	5
Balance between work and life .....	1	2	3	4	5
Current salary level .....	1	2	3	4	5
Life in general at present.....	1	2	3	4	5

**Q41.** To the best of your knowledge, how does your department compare to other departments within your company in terms of the following? Please choose the most appropriate answer. **ROTATE**

	Agree strongly	agree slightly	I can't say either way	disagree slightly	disagree strongly
	1	2	3	4	5
Results are good.....	1	2	3	4	5
Employees work efficiently .....	1	2	3	4	5
Employees are motivated .....	1	2	3	4	5
Employees are happy with their department.....	1	2	3	4	5
Employees are keen to contribute to the department	1	2	3	4	5
People can work flexibly to suit their own circumstances.....	1	2	3	4	5

**Q42.** How important are each of the following to you personally? Please choose the most appropriate answer. **ROTATE.**

	Very important	Fairly important	I can't say either way	Fairly unimportant	Very unimportant
	1	2	3	4	5
Family.....	1	2	3	4	5
Relations with friends and acquaintances .....	1	2	3	4	5
Free time and relaxation.....	1	2	3	4	5
Community activities and volunteering .....	1	2	3	4	5
Religion.....	1	2	3	4	5
Earning a high salary .....	1	2	3	4	5
Getting promoted .....	1	2	3	4	5
Improving work expertise .....	1	2	3	4	5
Length of service in my current job .....	1	2	3	4	5

### Classification

**Q43.** Finally a few questions for internal classification purposes. Are you...

- male
- female

**Q44.** What is your age?

1. Under 19 years
2. 20-24 years
3. 25-29 years
4. 30-34 years
5. 35-39 years
6. 40-44 years
7. 45-49 years
8. 50-54 years
9. 55-59 years
10. 60 years or more
11. Prefer not to say

**Q45.** What is your highest educational qualification?

1. Postgraduate diploma / Masters
2. University

3. Technical / vocational College
4. Secondary school/sixth form college (until age 18)
5. Secondary school (until age 16)
6. Other – please specify
7. No qualifications

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Q46. How much do you earn from your job? Please show your annual income in 2008, before tax but including bonuses and allowances.

£.....

Prefer not to say

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Q47. How much is your total annual household income? Please show your approximate household income in 2008.

£.....

Prefer not to say

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Q48. Do you have a spouse or a partner with whom you live?

1. Yes
2. No

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Q49. Do you have any children?

Yes  
No **GO TO Q53**

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Q50. How old is your oldest child (or only child if you just have one)?

.....

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Q51. And how old is your youngest child?

.....

Only one child

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Q52. Which of the following systems, services or support have you used when bringing up your children to balance your work with child-rearing? Please choose all that apply.

- I have taken parental leave or switched to working part time
- My partner has taken parental leave or switched to working part time
- Creche, childminder or nanny
- Support from parents, siblings or other close relatives of you or your partner
- Support from friends or other more distant relatives
- Other (please specify)
- I did not work when I was raising my children

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Q53. **IF NO SPOUSE/PARTNER AT Q48 GO TO END.** How old is your spouse or partner?

1. Under 19 years
2. 20-24 years
3. 25-29 years
4. 30-34 years

- 5. 35-39 years
- 6. 40-44 years
- 7. 45-49 years
- 8. 50-54 years
- 9. 55-59 years
- 10. 60 years or more
- 11. Prefer not to say

Q54. What is your spouse or partner's highest educational qualification?

- 1. Postgraduate diploma / Masters
- 2. University
- 3. Technical / vocational College
- 4. Secondary school/sixth form college (until age 18)
- 5. Secondary school (until age 16)
- 6. Other – please specify
- 7. No qualifications

Q55. Is your spouse or partner in paid employment?

- Yes
- No **GO TO END**

Q56. Which of the following best describes your spouse or partner's work?

- Permanent employee
- Temporary worker
- Agency worker
- Self-employed or family business
- Other (please specify)

Q57. How many hours a week does your spouse or partner work out of the house?

- ( ) hours
- None – all work done from home

Q58. And what is your spouse or partner's approximate annual income?

- £.....
- Prefer not to say

This research was conducted under the terms of the UK MRS code of conduct and is completely confidential. If you would like to confirm Accent's credentials please call the MRS free on 0500 396999.

Time Interview completed:   :