



Quality of work Index: Questionnaire 2024

For the *Quality of work Index*, a study on the work situation and quality of work of employees in Luxembourg, interviews have been conducted annually since 2014 using this questionnaire on behalf of the Luxembourg Chamber of Employees (Chambre des salariés Luxembourg - CSL). The questionnaire contains a part of questions that are asked every year and a variable part of questions on a particular theme. The *Institute for Health and Behaviour* from the University of Luxembourg in collaboration with CSL has created this questionnaire and is responsible for the evaluation of the data collected. It is available in French, German, Luxembourgish, Portuguese and English.

Note:

The response category "no opinion" was not explicitly offered to respondents in the telephone interviews and has therefore been recorded by interviewers only if the interviewed have expressed this by themselves. That's why this category of response is not explicitly documented in the questionnaire.

Copyright:

Université du Luxembourg & Chambre des Salariés Luxembourg

1. Please tell me first of all when you were born? The indication of the year of birth is entirely sufficient. (gebjahr)

--

Filter: if the age is not less than 16 years and not more than 64 years

2. Are you currently working at least 10 hours per week? (scr2)

Yes

No

Filter: if the respondent works at least 10 hours a week

3. Do you currently have one or more employment relationships in Luxembourg? (scr3)

One employment relationship

Several employment relationships

No employment in Luxembourg

Filter: if one or more jobs

4. What is your professional status? Are you... (scr4)

Employee

Civil servant

Freelancer

Working family member

Self-employed freelancer

5. Gender of the interviewee (Sex)

Male

Female

Diverse / non-binary

Filter: if it is an employee, a civil servant, a freelancer, a working family member

**6. What professional activity are you currently pursuing?
Please provide an exact description of your professional activity, for instance "forwarding agent" rather than "commercial employee" or "machine fitter" rather than "labourer". If you are a civil servant, please indicate your official title, e.g. "police officer" or "senior teacher". (A011)**

--

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

--

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

--

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

Yes

No

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

a permanent work contract

a fixed-term work contract

a temporary work contract

another contract?

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

a full-time job

or a part-time job?

other (minor professional activity included)

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

___ hours

no regulation by contract for weekly working hours

over 60 hours per week

13. Now we move on to your actual working time. With reference to the last 12 months, how many hours a week do you work on average? Please include any regular additional time or overtime. (A07)

___ hours

more than 90 hours a week

14. How is your working time regulated? (A08b)

The employer gives me fixed working hours.

I can personalize my working time within a certain range. Examples are flextime or flexible working hours.

The employer has specified several fixed work schedules from which I have to choose my working time.

I can configure my entire working time independently.

15. How many days per month do you work in the evening from 7 PM or at night from 10 PM or at the weekend? (A09_10_11)

___ days per month

16. If you could decide freely how many hours you want to work, how many hours a week would you like to work at the moment? Please take into account that you must earn a living. (A13_2)

___ hours

17. On a normal working day, how long does it take you to get from your home to your workplace? (A12)

___ hours ___ minutes

18. Overall, how satisfied are you with the time it takes you to get to work? (A35)

to a very large extent

to a large extent

to a medium extent

to a low extent

to a very low extent

19. How often, while carrying out your work, do you work in the following places?

	Every day	Several times a week	Several times a month	Less often	never
At my employer's premises (e.g. office, factory, shop, school) (B22_1)					
At clients' premises (B22_2)					
In the car or another means of transport (B22_3)					
Outdoors (e.g. construction site, field, city streets) (B22_4)					
At home (B22_5)					
In public places such as cafés, airports, etc. (B22_6)					

Here are a few questions concerning the company you are working for.

20. What type of organisation is the company? Is it... (A14_1)

a private profit-oriented company

a State, Luxembourgish authority/organisation

a European or international entity or body?

other non-governmental organisation?

Please answer all the following questions only for the permanent establishment you are working for.

21. What industry does the establishment you work in belong to? (A17)
Agriculture
Construction industry
Industry and manufacturing
Cleaning industry
Security
Trade
Hotel and restaurant trade
Retail and car repair shops
Consulting
Banking, insurance, finance
Passenger transport
Freight transport
IT industry
Media
Postal service and telecommunications
Education and teaching
Research
Hospitals
Social or health care sector
Real estate and housing
European Union or other international agencies (e.g. NATO, NAMSA,...)
Civil service, municipality, public administration
employed by private individuals (e.g. housekeeping)
other field

Filter: If Education and teaching

22. Is the organization you are working for a public or a private educational institution? (A17_2)
Public institution
Private institution

Filter: If State, communes, public administration

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

24. For how long have you been working in this organization? Please start by indicating the month. (A18m &A18j)
___ month ___ year

Filter: If belonging to the panel and A18m & A18j > 8 / 2023 OR A18j = 2024

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

Filter: Z02 = 1, 4

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

Filter: Z02a = 2, 3, 5, 7 OR Z04a = 1, 3

27. The following is about possible career improvements that workers expect from a job change. Related to your last work shift: Please tell me to what extent you have expected certain career improvements. To what extent did you expect improvements concerning ... (Z05a)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
Remuneration & Additional benefits					
Superiors					
Carrier- & Training possibilities					
Work contents					
Work volumes					
Work hours					
Treatment by colleagues and superiors					
Job security					
Other improvements					

Filter: Z02a = 2, 3, 5, 7 OR Z04a = 2, 3

28. To what extent did you expect improvements or changes in your private life from a change in jobs? I expected the following from a change in jobs... (Z06a)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... A closer proximity to the partner or to the family					
... A new beginning in private life					
... Shorter distances to work					
... Better reconciliation of work and private life					
... Other improvements					

29. Since when have you been working in your current position in that organization? (A19m & A19j)
___ month ___ year

30. How many people are employed in your permanent establishment? (A20)
1 – 4 employees
5 – 14 employees
15 – 49 employees
50 – 249 employees
250 and more employees

This section deals with counselling services and measures that your company can offer to promote health.

31. Please indicate below whether the measures listed are offered by your company or not. Do not indicate whether you make use of these offers. Does your company offer any programmes or services... (A36)		
	Yes, it does	No, it doesn't
... for a healthy diet?		
... for back or spinal gymnastics, e.g. back training?		
... for relaxation or stress management?		
... for exercise, sport or fitness?		
... to prevent addiction, for example with regard to the consumption of alcohol, smoking or taking medication?		
... to avoid work-related stress?		
... to modify work organisation in order to reduce demands and pressure in the workplace?		
... to make work organisation more conducive to health?		

32. Are you personally a member of a union? (A22)	
Yes	
No	

33. Now I have some questions regarding your working conditions within the organization. Please tell me in each case to what extent these conditions apply? To what extent... (B01)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... does your work put you at risk of accident and injury? (B01_2)					
... is your work carried out in working conditions that are harmful to health? (B01_13)					
... can you decide how you carry out your work? (B01_3)					
...can you decide where you do your work? (B01_19)					
... can you determine your working hours yourself? (B01_4)					
... can you determine the order of your work tasks yourself? (B01_14)					
... can you determine the content of your work yourself? (B01_15)					
... are you involved in decisions in your organization? (B01_5)					
... does your superior consider your opinion in decisions or in upcoming changes? (B01_11)					

34. We would now like to know how often certain conditions arise in your work. How often... (B02)					
	Never	Rarely	Sometimes	Often	(Almost) always
... is your work physically strenuous, e.g. does it involve prolonged standing? (B02_1)					
... does your work leave you physically exhausted? (B02_10)					
... is your work mentally draining, e.g. if you are required to concentrate a lot? (B02_2)					
... are you required to concentrate simultaneously on several different tasks? (B02_4)					
... are you required to meet tight deadlines in your work? (B02_9)					
... are you under time pressure or rushed in your work? (B02_7)					
... does your work require you to control your feelings? (B02_13)					
... does your work require you to hide your true feelings? (B02_14)					

35. To what extent...					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... Does your work demand concentration? (B02_2_3)					
... Is your work intellectually challenging? (B02_2_4)					

36. Let us now talk briefly about your team environment at work. I will read out some statements to you. Please tell me in each case to what extent these statements apply to you. To what extent... (B03)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you cooperate with your colleagues in your work? (B03_2)					
... do you receive feedback about your work from your superior or from your colleagues? (B03_3)					
... are you supported in your work by your colleagues? (B03_4)					
... do you receive feedback from your superior about your professional competences? (B03_7)					
... do you and your colleagues help one another with work-related problems? (B03_8)					
... are you able to ask your colleagues for help for work-related problems? (B03_9)					

37. How often from your point of view do difficult situations arise with your colleagues or your superior? How often... (B10)					
	Never	Rarely	Sometimes	Often	(Almost) always
... is your work criticized by your colleagues or by your superior? (B10_1)					
... are you ignored at work by your colleagues or your superior? (B10_2)					
... are you assigned meaningless tasks by your superior? (B10_3)					
... are you ridiculed in front of others by your superior or by your colleagues? (B10_4)					
... are you in conflict with your colleagues or superior? (B10_5)					

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

39. I would now like to address your organisation's in-house training and continuing education. To what extent... (B06_1)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you have possibilities to engage in further training in your organization? (B06_1_1)					
... does your organization support you to undertake further training? (B06_1_2)					

40. Now let's talk about the advancement and promotion opportunities within your organization. To what extent... (B07)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you have possibilities of advancement and promotion in your organization? (B07_1)					
... does your organization support professional advancement or promotion? (B07_2)					

41. We would now like you to rate your satisfaction with your work. How satisfied are you at present... (B08)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... with your work? (B08_1)					
... with the work atmosphere at work? (B08_2)					
... with the working conditions at work? (B08_3)					
... with your salary? (B08_4)					

42. Now let's talk about your own personal assessment of your work performance. Please rate your answer on a scale of 1: below average to 5: above average. You may grade your answer with the values in between. (B17d)					
	below average				above average
How do you evaluate your overall work performance in comparison with that of your colleagues? (B17d_21)					
How does your superior evaluate your overall work performance? (B17d_22)					

43. Let's talk about your everyday experience. Please indicate how often each of the following things occurred over the past 30 days. In the past 30 days (B65)					
	Never	Rarely	Sometimes	Often	(Almost) always
... my worries overwhelmed me.					
... I felt hopeless.					
... I found social settings upsetting.					
...I had trouble staying focused on tasks.					
... anxiety or fear interfered with my ability to do the things I needed to do at work or at home.					

44. And now back to your personal experience in your daily work routine. How often.. (B11)					
	Never	Rarely	Sometimes	Often	(Almost) always
... do you no longer enjoy your work? (B11_3)					
... are you unable to reconcile your work and your private life? (B11_7)					
... do you feel stressed because of your work? (B11_9)					
... are conflicts arising as a result of the demands of your work and those of your private life? (B11_15)					

45. How difficult is it for you to give the necessary attention to your work as well as your private life? Please rate your answer on a scale of 1: very difficult to 5: not difficult at all. You may grade your answer with the values in between. (B11a)	
very difficult	
not difficult at all	

46. To what extent are you expected to be available outside working hours, e.g. by phone, email or smartphone? (B33)	
to a very large extent	
to a large extent	
to a medium extent	
to a low extent	
to a very low extent	

47. How often do the following statements apply to you?					
	Never applies	Rarely applies	Sometimes applies	Often applies	Always applies
I have a strong inner desire to work all the time. (B45_1)					
My thoughts are predominantly work-related throughout the day. (B45_2)					
I get frustrated when I am not able to work. (B45_3)					
I continue to work when most of my colleagues take breaks. (B45_4)					

The following questions are about the subject of health.

48. How often have you experienced health problems in the last 12 months? (B14a)
Never
Rarely
Sometimes
Often
(Always) always

49. I now have a few questions regarding specific health problems. How often in the last 12 months have you had...					
	Never	Rarely	Sometimes	Often	(Almost) always
... Heart problems? (B14_1)					
... Headaches? (B14_2)					
... Back problems? (B14_3)					
... Joint problems? (B14_4)					
... Stomach problems? (B14_5)					
... Insomnia? (B14_6)					

50. How many hours do you sleep on average on a daily basis? (B14b)
_____ hours

How often within the last month... (B59)						
	never	One to three days	Four to seven days	Eight to 14 days	Fifteen to 21 days	Twenty-two to 31 days
... did you have trouble falling asleep?						
... did you wake up several times per night?						
... did you have trouble staying asleep or waking for too early?						
... did you wake up after your usual amount of sleep feeling tired and worn out?						

51. On how many days approximately were you absent from work in the course of the last 12 months? (B17c)

____ days

52. In the last 12 months, on how many working days did you miss due to illness? (B46)

____ Tage

53. In the past 12 months, how many days have you worked even though you felt ill? (B39)

____ Tage

54. Have you sought therapeutic counselling in the last 12 months due to stressful situations at work? (B67)

yes

no

Work can be predominantly physical, predominantly mental, or equally physical and mental. Full work capacity means being able to perform and complete a given job at a given time.

55. Please think about your best work capacity you have ever felt. How do you rate your current work capacity in comparison to that? Please use a scale from 0 to 10 in responding 0 means you are currently totally unable to work, 10 means you are currently at you best work capacity. You can use the values in between to complete your assessment. (B38)

0 – totally unable to work

1

2

3

4

5

6

7

8

9

10 – at best work capacity

The following section deals with the consumption of tobacco and alcohol, medication and other substances and drugs.

56. How often do you smoke cigarettes or substitute products such as e-cigarettes or vapes? (B14_9c)

Every day or almost every day

Three to four times per week

One to two times per week

Less than 1 time per week

Never

57. Are there certain rooms or areas in your company that are designated for smokers? (B14_9d)

yes

no

58. Are you exposed to cigarette smoke from other people at work? This is also known as "passive smoking". (B14_9e)

yes

no

59. How often do you drink alcohol? (B14_10c)
never
About once a month or less
Two to four times per month
Two to three times per week
Four or more times per week

Filter: B14_10c= 2,3,4,5

60. If you drink alcoholic beverages, how much do you typically drink in a day? An alcoholic drink is, for example, a small glass or bottle of beer, a small glass of wine or sparkling wine, a spirit or a glass of liqueur. (B14_10a)
1 or 2
3 or 4
5 or 6
1. 7 to 9
10 or more alcoholic drinks
I don't drink alcohol

Filter: B14_10c= 2,3,4,5

61. How often do you drink six or more glasses of alcohol on one occasion, such as a party, dinner or event? (B14_10b)
never
Less than 1 time per month
About once a month
About once a week
Daily or almost daily

62. Considering your work, your work environment and your co-workers, do you personally know anyone who ... (B66a)	Yes	No
... who drinks alcohol at work or during breaks?		
... takes medication at work or during breaks when there is no medical need?		
... uses cannabis products at work or during breaks?		
... takes some other drug?		

63. Have you ever ... (B66b)	Yes	No
... consumed alcohol at work or during breaks?		
... taken medication at work or during breaks when there is no medical need?		
... used cannabis products at work or during breaks?		
... taken other drugs at work or during breaks?		

Filter: B66b_1=1 OR B66b_2=1 OR B66b_3=1 OR B66b_4=1

64. In the past 12 months, how often have you ... (B66c)					
	jeden Tag oder fast jeden Tag	3 – 4 Mal pro Woche	1 – 2 Mal pro Woche	seltener als 1 Mal pro Woche	nie
... consumed alcohol at work or during breaks? (B66b_1)					
... taken medication at work or during breaks when there is no medical need? (B66b_2)					
... used cannabis products at work or during breaks? (B66b_3)					
... taken other drugs at work or during breaks? (B66b_4)					

65. The following statements relate to your wellbeing over the last two weeks. To what extent do you agree with the following statements: In the last two weeks ... (B14c)						
	All the time	Most of the time	Slightly more than half the time	Slightly less than half the time	Now and then	At no time
... I have been happy and in a good mood. (B14c_12)						
... I have felt calm and relaxed. (B14c_13)						
... I have felt energetic and active. (B14c_14)						
... I have woken up refreshed and well rested. (B14c_15)						
... my day-to-day life has been busy with things that interest me. (B14c_16)						

The following is about mental problems that can be caused by work. Here are some statements for each of which you should indicate how often they have occurred in the last two weeks due to work. If these problems occurred but were not caused by your work, please answer "Never or almost never".

66. How often has that been the case in the last two weeks? Was that...? (B17e)				
	never or almost never	only a couple of days	on more than half of the days	every day or almost every day
My work was so stressful that I could not enjoy the things that I usually like doing.				
I felt depressed because of my work.				
The stress at work caused me to have sleep problems.				
I felt exhausted because of my work.				
My appetite was disturbed because of the stress of my job.				
My negative experiences at work made me feel like a failure.				
My job stressed me so much that I had trouble staying focused or thinking clearly.				
As a result of stress at work, I felt restless or numb.				
I thought that I'd rather be dead than continue in this job.				

Filter: B17e_1=2,3,4 OR B17e_2=2,3,4 OR B17e_3=2,3,4 OR B17e_4=2,3,4 OR B17e_5=2,3,4 OR B17e_6=2,3,4 OR B17e_7=2,3,4 OR B17e_8=2,3,4 OR B17e_9=2,3,4

67. Are you thinking about leaving your current job or position because of these problems? (B17f)	
yes	
no	

68. How often ...? (B17)					
	Never	Rarely	Sometimes	Often	(Almost) always
... do you feel you can no longer tolerate your work? (B17_1)					
... do you feel you haven't got enough energy for day-to-day life? (B17_3)					
... do you have difficulty concentrating on your work? (B17_4)					

69. To what extent ...? (B17a)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... is your work emotionally exhausting? (B17a_14)					

70. How often ...? (B17b)					
	Never	Rarely	Sometimes	Often	(Almost) always
... do you have the feeling that you are overflowing with energy at work? (B17b_18)					
... do you feel fit and vigorous at work? (B17b_19)					
... do you look forward to going to work as you get up in the morning? (B17b_20)					

71. When you think of the last 12 months: Did you sometimes feel so awful that you considered committing suicide? (B18)	
Yes	
No	

Filter: B18 = "yes"

72. Did you at this point also think about how to make this idea a reality? (B19)	
Yes	
No	

Filter: B19 = "Yes"

73. To come back to the same question, once again with regard to the last 12 months, did you actually attempt to commit suicide? (B20)	
Yes	
No	

We now come to the final part of our interview. I have a few questions about how you see your future and some follow-up questions about yourself.

74. First of all a few personal questions regarding your work in your organization. To what extent...? (C01)					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
... do you consider your own job as being safe? (C01_1)					
... are you afraid to lose your job? (C01_2)					

75. Now a few questions regarding your views on your personal prospect of finding a new job. Please rate your answer on a scale of 1: very difficult to 5: not difficult at all. You may grade your answer with the values in between. (C02)					
	Very difficult				Not difficult at all
How difficult would it be for you to find a <u>similar</u> job, if you were to lose or resign from your job? (C02_1)					
And how difficult would it be for you to actually find a <u>job</u> , if you were to lose or resign from your job? (C02_2)					

76. Do you intend to change jobs in the near future? (C03_3)
Yes
No

77. What is the highest level of education you achieved? Please also consider your vocational or training qualification. (C04)
fundamental or primary school qualification
secondary school qualification, e.g. high school, modern school or similar
general or subject-related higher education/university entrance qualification or similar
vocational training
master craftsman or technician level training
technical college qualification
bachelor degree
master's degree, diploma
doctorate
no qualification

78. Do you live with a partner? (C05)
Yes
No

Filter: C05 = „Yes“

79. Does your partner also work? (C05_1)
Yes
No

80. How many people live in your household, including yourself and your children? (C801)
____ Number of people in the household

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

_____ children

Filter : C06= 0, 97 & C801 > 1

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

_____ year(s)

83. What is your mother tongue? (C10)

Luxembourgish

French

German

Portuguese

Italian

English

Other mother tongue: _____

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

Luxembourg

France

Germany

Belgium

In another country not mentioned

85. What is your nationality? (C11)

Luxembourgish

French

German

Portuguese

Belgian

Italian

Another nationality: _____

Supplementary survey for the panel cases:

86. Since you are currently no longer working in Luxembourg for a minimum of 10 hours a week, there are only a few short questions left to ask. What is your current employment relationship? (Z01)

I have a job out of Luxembourg.

I am currently seeking employment.

I am currently on a personal break.

I am retired.

I am on parental leave.

I am unable to work.

Other

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

I resigned myself.
The employer gave notice for operational reasons.
Bankruptcy or business closure.
The employment relationship was terminated by mutual agreement.
I was given notice by the organisation for different reasons.
I fell ill, became unable to work or incapacitated.
My fixed-term employment contract expired.
I went into retirement.

Filter: Z02 = 1, 4

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

purely professional reasons
purely personal reasons
a combination of the two

Filter: Z02 = 2,3,5,7 OR (Z04 = 1, 3 UND Z01 = 1)

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

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

Filter: Z02 = 2,3,5,7 OR (Z04 = 2, 3 UND Z01 = 1)

90. Briefly now about possible changes in your private life due to a change in jobs. To what extent did you expect improvements or changes in your private life from your last change in jobs?					
	to a very large extent	to a large extent	to a medium extent	to a low extent	to a very low extent
...a closer proximity to the partner or to the family (Z06_1)					
...a new beginning in private life (Z06_2)					
...shorter distances to work (Z06_3)					
...better reconciliation of work and private life (Z06_4)					
...other improvements (Z06_5)					

91. The following statements relate to your wellbeing over the last two weeks. To what extent do you agree with the following statements: In the last two weeks...						
	All the time	Most of the time	Slightly more than half the time	Slightly less than half the time	Now and then	At no time
...I have been happy and in a good mood. (Z07_1)						
...I have felt calm and relaxed. (Z07_2)						
...I have felt energetic and active. (Z07_3)						
...I have woken up refreshed and well rested. (Z07_4)						
...my day-to-day life has been busy with things that interest me. (Z07_5)						