



Project contacts

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1. Introduction and objectives

Researchers at Manchester Business School, University of Manchester and the School of Management, University of Plymouth were funded by the ESRC to conduct research into lesbian, gay and bisexual (LGB) employees' experience of discrimination, bullying and harassment at work.

As part of this study TNS BMRB carried out a quantitative face-to-face survey of British employees (and people who have been employed in the past 12 months), in order to model the causes and correlates of discrimination, bullying and harassment. The survey included a version of the Negative Acts Questionnaire as devised by Einarsen and Hoel, as well as other questions about demographic and workplace characteristics.

A number of recent studies have been carried out on British employees' experience of discrimination, bullying and harassment at work (e.g. BIS's Fair Treatment at Work survey¹ and Fevre et al's Workplace Behaviour study²). These studies sought to obtain nationally representative samples and despite relatively large overall sample sizes, the number of LGBs interviewed was insufficient to draw robust conclusions. However, these studies did suggest that LGBs were more likely to report experiencing unfair treatment and exposure to negative behaviours.³

The intention of this research project was to build on these previous studies and thereby provide a detailed and robust picture of bullying, harassment, discrimination and unfair treatment and negative behaviours among LGB employees in British workplaces. This survey used a similar approach to the 2007 Workplace Behaviour survey, which was also carried out by TNS BMRB.

¹ Fair Treatment at Work Survey 2008; BIS, TNS BMRB, Cardiff University - <http://www.bis.gov.uk/files/file52809.pdf>

² The British Workplace Behaviour Survey 2008, Cardiff University - <http://www.cardiff.ac.uk/socsi/research/researchprojects/fevre-insight.html>

³ Fevre et al's Workplace Behaviour study revealed that LGBs reported experiencing unfair treatment or exposure to negative behaviours at work at rates which are sometimes double the national average.

The aims of the research were to provide an accurate estimate of the prevalence and behavioural nature of discrimination, bullying and harassment of LGB employees, to identify risk groups in the LGB population and to compare the experience of LGB employees with that of heterosexual employees.

2. Sampling

1 Population

The target population for this survey was adults (aged 16 and over) in Britain (England, Wales and Scotland), who were either working as employees at the time of interview, or who had been in employment in the previous six months. Those who had only worked as self-employed were not eligible.

2 Target sample

The survey aimed to achieve interviews with around 1,000 current or recent employees, with at least:

- 500 heterosexual respondents
- 500 LGB respondents.

3 Screening criteria

.1 Screening questions

Respondents for the survey were identified by screening participants in TNS's face-to-face Omnibus survey. The Omnibus interviews a representative sample of around 4,000 adults per week in Britain (two waves of 2,000 respondents each).

The full screening questions used are shown in the questionnaire in Appendix A. They covered sexual orientation, current working status and recent working status (the last six months) for those currently out of work.

The sexual orientation screening question used was:

Which of the following best describes how you think of yourself?

Heterosexual/straight

Lesbian

Gay

Bisexual

Other sexual orientation

Unsure

I can't answer questions relating to my sexuality/sexual orientation right now

This question was based on the ONS harmonised question, but was modified following our pilot work. Section 3.2.3 gives further details.

.2 Online survey

There were concerns that as the survey covered sensitive topics, some respondents would not be willing to answer these questions in the presence of an interviewer. In order to remedy this it was decided to allow respondents to participate in an online survey which covered the key questions, if they were unwilling to answer the questions in a face-to-face interview. Comparison of the results from this group with those from the main Omnibus survey respondents would enable investigation of whether those who chose to take part online were different in their behaviours, experiences or opinions to those who took part in the face-to-face survey.

Respondents who selected "I can't answer questions relating to my sexuality/sexual orientation right now" at the sexual orientation screener were offered a card with details about the online survey. A copy of the card is included in the Appendix.

.3 Omnibus

The Omnibus screening was carried out as follows:

- In the first wave (contact sample of c. 2,000), ALL current/recent employees were screened in.

- Next 25 waves (contact sample of c. 50,000) – all current/recent LGB employees were screened in.

After the first twenty six waves of fieldwork had been completed, the number of interviews achieved with female LGB respondents, and with lesbian respondents in particular, was lower than anticipated. An additional boost was therefore carried out of these groups:

- 18 waves (contact sample of c. 18,000) – all current/recent female LGB employees were screened in.

4 Omnibus sampling method

4.1 Sample frame

The TNS Omnibus is carried out using a quota sample, with sample points selected by a random location methodology.

The sample points were selected from those determined by TNS's own sampling system. 2001 Census small area statistics and the Postcode Address File (PAF) were used to define sample points. The sample points are areas of similar population sizes formed by the combination of electoral Wards, with the constraint that each sample point must be contained within a single Government Office Region (GOR). Geographic systems were used to minimise the travelling time that would be needed by an interviewer to cover each area.

TNS have defined 600 points south of the Caledonian Canal in Great Britain.

4.2 Selection of sampling points

285 TNS sample points were selected south of the Caledonian Canal for use by the Omnibus, after stratification by GOR and Social Grade. Sample points were checked to ensure that they are representative by an urban and rural classification. These points were divided into two replicates, and each set of points is used in alternative weeks of Omnibus fieldwork. The statistical accuracy of the GB sampling is maximised by issuing sequential waves of fieldwork systematically across the sampling frame to provide

maximum geographical dispersion. This ensures that the sample point selection remains representative for any specific fieldwork wave.

4.3 Selection of clusters within sampling points

All the sample points in the sampling frame have been divided into two geographically distinct segments each containing, as far as possible, equal populations. The segments comprise aggregations of complete wards. For the Omnibuses alternate A and B halves are worked each wave of fieldwork. Each week different wards were selected in each required half and Census Output Areas (OAs) selected within those wards. Then, groups of OAs containing a minimum of 125 addresses were sampled in those areas from the PAF, and were issued to interviewers.

4.4 Interviewing and quota controls

Assignments were conducted over two days of fieldwork and were carried out on weekdays from 2pm-8pm and at the weekend. Evening and weekend interviewing is essential to ensure that the achieved sample is not biased towards those who are more likely to be at home during the day. This is particularly important for a survey such as this one with a target sample of current and recent employees – these people are more likely to be out during the day.

Quotas were set by gender/housewife. Within female housewife presence of children and working status were set, within men working status was set to ensure a balanced sample of adults within effective contacted addresses. This was done in order to ensure adequate representation of harder-to-reach people in the sample – such as full-time workers, young people and so on.

All interviewers had to leave 3 doors between each successful interview. This was done in order to minimise the clustering of the achieved sample.

3. The questionnaire

3.3 Questionnaire testing and piloting

3.3.1 Initial development

The questionnaire was based on Einarsen and Hoel's 'Negative Acts Questionnaire', these questions have been thoroughly tested and validated in a number of studies.

The initial questionnaire was thoroughly tested by the University of Manchester and the University of Plymouth. Particular time and attention was given to two sections of the survey: experience of negative behaviour and issues around disclosure of sexuality (for LGB respondents only).

These sections were piloted among three different networks:

- a) Members and volunteers of the Lesbian and Gay Federation (LGF) based in Manchester
- b) A network of LGBs in the Russell group Universities
- c) A network administered by the Equality and Human Rights Commission of researchers focusing on LGB-related issues.

Having collated and processed the responses, and made further changes to the survey instrument, four test interviews were carried out with volunteers identified by LGF.

3.3.2 Hall test

The questionnaire was then developed further by the TNS BMRB team in conjunction with the University of Manchester and the University of Plymouth, and tested with a sample of respondents using a hall test.

The fieldwork was conducted in-hall on the 13th July 2011 in Bristol; the purpose of this was to enable the research team to assess and evaluate the interview from the interviewer and respondent perspective and examine any suggestions for improvement and/or amendment that arose as a result. Interviewers were briefed as to the nature and content of the survey using briefing notes. To ensure the questionnaire was tested

across as wide a range of people as possible, quotas were set on gender, age, and social grade. Respondents were screened to ensure that only those who were currently in employment or had been employed within the last 6 months were interviewed.

Based on the answers that respondents gave to the pilot survey and feedback from the interviewers and the research team who observed the interviewing, further changes were made to the questionnaire. A report summarising the findings from the pilot and making recommendations for the questionnaire was produced by the TNS BMRB research team.

3.4 The final questionnaire

3.4.1 Face-to-face

The questionnaire covered:

- Screening questions – working status, sexual orientation
- Job satisfaction
- Work demands, autonomy and control
- Negative Acts Questionnaire – experience of negative behaviour
- Follow-up questions on up to three negative acts experienced (if experienced more than three respondents selected those they found it most difficult to deal with):
 - Who the perpetrator/s was/were (employer, client, co-worker etc)
 - Gender, ethnicity and age group of perpetrator/s
- Follow-up questions on the negative act which was the hardest to deal with
 - Why it was difficult to deal with
 - What it was related to (position in organisation, age, ethnicity, etc) and the extent it was related to each answer selected
- Experience of bullying at work
 - If they reported it
 - If they did not report it, what the reasons for this were
- Whether observed the bullying of others at their workplace
- Discrimination

- Knowledge of legislation
- Experience of discrimination and what people did in response to it
- LGB specific questions (disclosure of sexual orientation at work)
 - Whether respondents would like to be more open about sexual orientation at work
 - Reasons for disclosing/not disclosing sexual orientation at work
- Individual classification details:
 - Symptoms or changes in behaviour experienced in last three months
 - Whether considered resigning from work
 - Household income
 - Disability / long-standing conditions
 - Highest qualification
 - Number of employees
 - SIC /SOC / NS-SEC
 - Relationship status

In addition, the following demographic details were captured as standard on the Omnibus:

- Region
- Age
- Sex
- Ethnicity
- Working status

A copy of the full questionnaire is included as Appendix A.

3.4.2 Online survey

The online questionnaire was based on the main face-to-face questionnaire, but contained only the key questions. The questionnaire covered:

- Screening questions – working status, sexual orientation
- Negative Acts Questionnaire – experience of negative behaviour

- Experience of bullying at work
 - If they reported it
 - If they did not report it, what the reasons for this were
- Discrimination
 - Knowledge of legislation
 - Experience of discrimination and what people did in response to it
- LGB specific questions (disclosure of sexual orientation at work)
 - Whether respondents would like to be more open about sexual orientation at work
 - Reasons for disclosing/not disclosing sexual orientation at work
- Individual classification details:
 - Symptoms or changes in behaviour experienced in last three months
 - Whether considered resigning from work
 - Household income
 - Disability / long-standing conditions
 - Highest qualification
 - Number of employees
 - Relationship status
 - Region
 - Age
 - Sex
 - Ethnicity

3.4.3 The screening question

The sexual orientation question used was based on the ONS harmonised question as this has been very thoroughly tested. The ONS harmonised question is:

Which of the options on this card best describes how you think of yourself?

Heterosexual / Straight

Gay / Lesbian
Bisexual
Other
(Spontaneous Don't know/Refusal)

For this survey the sexual identify question, which was used for screening, was amended to the following:

Which of the following best describes how you think of yourself?

Heterosexual/straight
Lesbian
Gay
Bisexual
Other sexual orientation
Unsure
I can't answer questions relating to my sexuality/sexual orientation right now

The modifications made for this survey were as follows:

- In the pilot this question was tested using a show card and a self-completion approach. It was decided that the self-completion approach worked best and in the main stage the CAPI machine was passed to respondents so that they could answer this question in privacy.
- "Lesbian" and "gay" were split out into two codes
- A code for "unsure" was included following the piloting
- The wording of "Other sexual orientation" was modified from "other" after the first waves of fieldwork as a higher number of people than expected were selecting this answer. It appeared that respondents were using this as a soft refusal or were interpreting it as "other answer" rather than "other sexual orientation".
- A code for "I can't answer questions relating to my sexuality/sexual orientation right now" was included at this question and used to route respondents to an online survey.

A copy of the full questionnaire is included as Appendix B.

4. Fieldwork

4.3 Interview method

Interviews were carried out face-to-face by interviewers from Kantar Operations, in respondents' homes, using Computer-Assisted Personal Interviewing (CAPI).

Respondents who were not willing to talk about their sexual orientation could take part in an online version of the survey accessible from www.worksurvey.org

4.4 Dates of fieldwork

The fieldwork took place in between 24th August 2011 and 21st February 2012. The table below illustrates the fieldwork periods for the different stages of fieldwork.

Stage of fieldwork	Dates
Current/recent employees (wave 1)	24 th - 28 th August 2011
Current/recent LGB employees (waves 2-26)	26 th August – 4 th December 2011
Current/recent female LGB employees (waves 27-44)	2 nd December 2011 – 21 st February 2012

The online survey was kept open a couple of weeks after the face-to-face survey to give those that were interviewed on later waves of the Omnibus a chance to participate.

4.5 Survey introduction

An introduction to the experience of discrimination, bullying and harassment at work section was scripted in the questionnaire. Respondents were informed that the survey was being carried out on behalf of independent researchers at the University of Manchester and the University of Plymouth to provide information which could lead to a change in employment practices, policies and possibly the law.

The introduction was scripted after the screener questions so that it was only given to those that qualified for the survey.

4.6 Leave behind leaflet

A leaflet was designed to provide respondents with additional information on where to get help if they had experienced unfair treatment or bullying at work (such as Citizens Advice Bureau). Included on the leaflet were email and telephone contact details for the TNS BMRB research team. A copy of the leaflet was left with each respondent at the end of the interview. The leaflet is included in Appendix C.

The information in the leave behind leaflet was also included at the end of the online survey.

4.7 Validation

Verification of work is conducted by telephone, by in-house, trained validators. 15% of assignments are selected to ensure a minimum of 10% of interviews are checked on every survey. All aspects of the interview are checked and the interviewer is graded on a number of measures.

5. Achieved sample

Face-to-face 73,303 Omnibus respondents were screened to determine their eligibility to take part in the Workplace Behaviour

Figure - Achieved sample

Category	Total	Men	Women
Heterosexual	722	353	369
Gay	147	136	11
Lesbian	122	3	119
Bisexual	151	40	111
Other sexual orientation	24	9	15
Unsure	56	31	25

survey. The final achieved (interviewed) sample size was 1,222.

The breakdown of eligibility for the module is shown in the following three tables. A table has been provided for each stage of the fieldwork.

Figure - Eligibility of screened sample – wave one

	All screened on Omnibus	
	n	%
All adults screened	2,019	100
Screened out – not employed in last six months	1,264	62.6
Screened in	735	36.4
Heterosexual	722	35.8
Gay	5	0.2
Lesbian	2	0.1
Bisexual	3	0.1
Other sexual orientation	-	0.0
Unsure	3	0.1
Directed to online survey	20	1.0

Wave one – All current / recent employees

After wave one, the order of the screening questions was changed so that all respondents were asked sexual orientation first, before determining the employment status of LGB respondents.

Figure - Eligibility of screened sample – waves 2 - 26

	All screened on Omnibus	
	n	%
All adults screened	50,929	100
Screened out – heterosexual	49,279	96.7
Screened out – LGB not employed in last six months	1,082	2.1
Screened in	352	0.7
Gay	136	0.3
Lesbian	54	0.1
Bisexual	98	0.2
Other sexual orientation	21	0.0
Unsure	43	0.1
Directed to online survey	216	0.4

Waves 2 - 26 – All current / recent LGB employees

Figure - Eligibility of screened sample – waves 27 - 44

	All screened on Omnibus	
	n	%
All women screened	19,355	100
Screened out – heterosexual	18,828	97.3
Screened out – LGB not employed in last six months	337	1.7
Screened in	135	0.7
Gay	6	0.0
Lesbian	66	0.3
Bisexual	50	0.3
Other sexual orientation	3	0.0
Unsure	10	0.1
Directed to online survey	55	0.3

5.3 Waves 27 - 44 - All current / recent female LGB employees Online

In total, 291 Omnibus respondents said that they could not answer questions relating to their sexuality/sexual orientation at the time of the interview. These respondents were offered a card with details on how to participate in the online survey.

In total there were seven responses to the online survey, of these five were from heterosexual and two from bisexual respondents.

The low take-up of the online survey suggests that respondents were using this answer category as a form of refusal and were not willing to participate in a survey relating to sexual orientation, regardless of whether or not an interviewer was present.

6. Data processing and analysis

All aspects of data processing were carried out by the TNS BMRB in-house analysis team, who worked in close conjunction with the research team.

As the interviews were conducted via computer assisted personal interviewing (CAPI), there was no need for data entry. Routine data editing was also not required, since the electronic script automatically guides the interviewer to the correct questions.

6.3 Open questions and coding

The coding of open-ended questions was carried out by an experienced team of coders in Kantar Operations. The TNS-BMRB research team fully briefed the coders before they started work.

Responses to questions F9 ('Can you tell me why is/was it difficult to deal with?') were coded. A new code frames was developed for this question based on 100 verbatims randomly selected from all those answering the question. The frame was then piloted on a further set of 50 answers to ensure that it was exhaustive and unambiguous.

The code frame used was:

- 1: People don't listen\take any notice
- 2: Harder to pin down\prove
- 3: As they are customers have to let them get on with it\remain professional
- 4: Don't know who to go to\talk to
- 5: It is expected to be done\manager expects it from staff\have no choice
- 6: It's not my job\shouldn't have to do it\not what I was trained for\have more skills
- 7: Add pressure onto my job\harder to meet requirements\can't do job properly
- 8: People who do it are ill\have (mental) problems
- 9: It's personal
- 10: I'm not English\racist remarks (all references)
- 11: It's insulting\disrespectful
- 12: It's undermining\belittling
- 13: It's embarrassing
- 14: It's unjustified
- 15: It's unprofessional
- 16: It's inappropriate\not acceptable
- 17: It's stressful\stress I don't need
- 18: It's rude\ill-mannered

- 19: It's annoying\irritating\frustrating
- 20: It's hurtful\upsetting
- 21: It hurts\is painful
- 22: It's challenging
- 23: Difficult not to retaliate
- 24: Can't\not allowed to do it back\retaliate
- 25: Can't deal with it myself (by physical\verbal abuse) as would get the sack\fear the consequences
- 26: Don't want to be attacked\get physical abuse
- 27: Don't know what to say\thinking of something to say back
- 28: It's unexpected\happens when least expect it
- 29: Puts me in a bad mood (for a short time)
- 30: I don't like it\it's not nice (all other negative references)
- 31: Wouldn't do it myself so don't expect to have it done to me
- 32: Worry about it happening again
- 33: Can't do anything to stop it \ have no control over it
- 34: Don't feel valued\appreciated
- 35: Difficult to explain\talk to someone about
- 36: I try to reason with them\sort it out
- 37: Feel lonely\alone\not involved
- 38: Because of their age\gender
- 39: It happens a lot\we all do it (sometimes)
- 40: Doesn't bother\worry me
- 41: I just walk away\ignore them\tell them to go away
- 42: I give as good as I get\think of an appropriate response
- 43: It was an accident at work\part of my job
- 44: It's not very diplomatic
- 45: It's not difficult to deal with\no problems
- 46: Never come across it\never had it happen to me (before)
- 47: Can't say as is confidential
- 48: It was sorted out for me
- 49: Wasn't done face to face (was on Facebook)
- 50: Things can sometimes be taken the wrong way\it can sometimes be done in jest
- 51: It's just the way the person is (all references)
- 52: It's not fair
- 53: Feel weak\ not confident
- 54: Feel victimised\picked on\bullied
- 55: It was because I didn't have sufficient knowledge\skills
- 56: They were more senior\my boss\manager
- 57: Makes you feel uncomfortable\an unpleasant atmosphere
- 58: Nothing is done about it\system\management doesn't sort it\lack of support
- 59: Don't like talking about it\people don't need to know
- 60: Because they are friends with the person
- 61: It's time consuming\waste of my time (when could be doing other things)
- 62: I like to know what is going on\I'm nosey
- 63: Worrying
- 64: I would like to better myself\get promotion
- 65: Because they are not true\they are lies
- 66: Person had been drinking
- 67: Don't know how to deal with it
- 68: Speaking in different languages
- 69: No TV
- 70: Felt they were jealous of me
- 71: They don't understand my circumstances/they have a different way of life
- 72: Sometimes information is not passed on/things are forgotten to be done
- 95: Refusal
- 96: No comment
- 97: Nothing

98: Don't know
99: Others

6.3.1 Back-coding of 'Other' answers

The 'other' answers given to question H4a (long-standing conditions) were back coded where possible into the following codes:

- 1: Deafness or severe hearing impairment
- 2: Blindness or severe visual impairment
- 3: A condition that substantially limits one or more basic physical activities such
- 4: A learning difficulty
- 5: A long-standing psychological or emotional condition
- 6: Other, including any long-standing illness
- 7: No, I do not have a long-standing condition

The following new codes were also raised:

- 12: Diabetes
- 13: Heart condition (all references)
- 14: Thyroid condition (all references)
- 15: High blood pressure
- 16: Back pain
- 95: Refusal

6.3.2 Coding of occupation and industry

Questions were asked of respondents in order to classify them by Standard Industry Classification (SIC) and Standard Occupational Classification (SOC) codes:

- For those respondents currently employed, these questions were asked of their current job
- For those respondents not currently employed, these questions were asked of their most recent job.

Industry was coded using SIC 2007 and occupation was coded using SOC 2000.

The National Statistics Socio-Economic Classification (NS-SEC) was derived and added to the dataset.

Further details of the coding system and codes can be obtained from the Office for National Statistics.

6.4 Weighting

6.4.1 Approach

The weighting was calculated using a three stage process.

Firstly the standard Omnibus weighting was applied to the screened sample (all adults interviewed on the Omnibus). This weighting ensured that the screened sample was representative of the general population. Weighting was applied to sex, age, region and social grade.

Further weighting was applied to correct for the over-sampling of the different LGB groups in the interviewed sample (screened-in respondents who completed the questionnaire module). The standard omnibus weights for each qualifying respondent were scaled according to the number of waves that each LGB group was screened for on the Omnibus. This ensured that the final sample was representative of the universe (current employees and those that have been employees in the last six months).

Figure Scaling the LGB groups

Sub-group	Weight
Heterosexual	Omnibus weight
Gay (men)	Omnibus weight * (1/26)
Bisexual men	Omnibus weight * (1/26)
Unsure men	Omnibus weight * (1/26)
Other men ^a	Omnibus weight * (1/22)
Lesbian (women)	Omnibus weight * (1/44)
Bisexual women	Omnibus weight * (1/44)
Unsure women	Omnibus weight * (1/44)
Other women ^a	Omnibus weight * (1/40)

^aAs the first four waves of "others" were not included in the final results, these groups were scaled down less than the other LGB groups

Finally, the weights of the screened-in sample were scaled so that the overall weighted base was the same as the un-weighted base (1,222).

6.4.2 Sample

The following figure shows the unweighted and weighted profile of the

Figure Unweighted and weighted sample profile

	Sample profile			
	Unweighted		Weighted	
	n	%	n	%
Total sample	1,222	100	1,222	100
Sexual orientation				
Heterosexual	722	59	1197	98
Gay	139	11	9	1
Lesbian	130	11	5	*
Bisexual	151	12	7	1
Other	24	2	1	*
Unsure	56	5	3	*
Sex				
Men	572	47	611	50
Women	650	53	611	50
Age group				
16-24	199	16	141	12
25-39	413	34	423	35
40-54	409	33	449	37
55-64	169	14	189	16
65+	32	3	19	2

sample.

Data tables and data files Basic cross tabulations by key demographic variables were supplied in pdf format.

A fully functional SPSS for Windows datasets was provided; the relevant weighting variable was included in the file.

Appendix A – Face-to-face questionnaire

QUESTION ORDER & RESPONSE ORDER IS NOT TO BE RANDOMISED

PART 1 SCREENER QUESTIONS

ROUTE FROM STANDARD OMNIBUS QUESTION

What is your current working status?

Working full-time (30+ hours a week)

Working part-time (8-29 hours a week)

Working part-time (under 8 hours a week)

Retired (no paid work at all) **GO STRAIGHT TO A2A**

Still at school **SCREEN OUT**

Full-time-higher education **SCREEN OUT**

Unemployed **GO STRAIGHT TO QUESTION A2A**

Not in paid employment (not seeking work) **GO STRAIGHT TO A2A**

Refused **SCREEN OUT**

A1 Are you working as an employee or are you self-employed or own your own business?

INTERVIEWER: IF MORE THAN ONE JOB HELD AT THE SAME TIME PROBE FOR MAIN JOB

SINGLE CODE

Employee

Self-employed (with or without employees) **SCREEN OUT**

Owner of business **SCREEN OUT**

DK **SCREEN OUT**

A2a. Can I check, have you worked as an employee full or part time within the last six months?

INTERVIEWER: IF SELF-EMPLOYED OR OWNER OF BUSINESS SELECT “NOT WORKED AS AN EMPLOYEE IN THE LAST SIX MONTHS”

Full-time employee (30+ hours a week)

Part-time employee (8-29 hours a week)

Part-time employee (under 8 hours a week)

Not worked as an employee in the last six months **SCREEN OUT**

I would now like you to complete the next question yourself.

NEW SCREEN

INTERVIEWER: HAND THE MACHINE OVER TO THE RESPONDENT, IF RESPONDENT IS UNSURE OR UNWILLING, THEN ASK THE QUESTION AS NORMAL

NEW SCREEN

A3 Which of the following best describes how you think of yourself?

SINGLE CODE

Heterosexual/straight

Lesbian

Gay

Bisexual

Other

Unsure

I can't answer questions relating to my sexuality/sexual orientation right now

SCREEN OUT

NEW SCREEN

PLEASE HAND THE MACHINE BACK TO THE INTERVIEWER.

IF ANSWERED "I CAN'T ANSWER QUESTIONS RELATING TO MY SEXUALITY RIGHT NOW" AT A3

INTERVIEWER: GIVE CARD TO RESPONDENT DIRECTING THEM TO THE ONLINE SURVEY.

& THEN SCREEN OUT

PART 2 JOB SATISFACTION

I am now going to ask you some questions about your experience at work. These questions will be used by independent researchers at the University of Manchester and the University of Plymouth to provide information which could lead to a change in employment practices, policies and possibly the law.

I will now ask you about your most recent or current place of work. On the following screen is a scale, please indicate your response by pointing to the relevant image.

**B1 How satisfied are/were you with your current/most recent job?
If you have/had more than one job, please answer about your main one.**

SHOW SCREEN

SINGLE CODE



DK

PART 3 WORK DEMAND, AUTONOMY AND CONTROL

D1 How often do/did you find yourself meeting the following problems in carrying out your job?

SINGLE CODE

I do not have enough time to carry out my job

I can not meet all the conflicting demands made on my time

I never finish work feeling I have completed everything I should

I am asked to do work without adequate resources to complete it

I can not follow best practice in the time available

I am required to do basic tasks which prevents me completing more important ones

Not at all

Just a little

Moderate amount

Quite a lot

A great deal

DK

The following questions are about how much control you have/had in your job.

D2 To what extent do/did you...

SINGLE CODE

...Determine the methods and procedures you use in your work?

...Choose what work you will carry out?

...Decide when to take a break?

...Vary how you do your work?

...Plan your own work?

...Carry out your work in the way you think best?

Not at all

Just a little

Moderate amount

Quite a lot

A great deal

DK

PART 4 NEGATIVE EXPERIENCES AT WORK

I would now like to ask you about negative experiences at work.

F1 Over the last six months, how often have you experienced the following at work?

INTERVIEWER: ONLY SELECT "R" IF RESPONDENT REALLY CANNOT ANSWER THE QUESTION

SINGLE CODE

- 1 Being called insulting names at work
- 2 Being talked to in an insulting and derogatory manner at work
- 3 Being asked intrusive or pushy questions about your personal/private life
- 4 Experiencing unwelcome banter or teasing at work
- 5 Receiving unwelcome comments about the way you dress
- 6 Receiving unwelcome remarks about your body (i.e. weight, shape, physique)
- 7 Being confronted with unwanted jokes or remarks which have a sexual undertone
- 8 Experiencing unwanted physical contact, e.g. touching, grabbing, groping
- 9 Receiving intimidating emails, text-messages or photos (on your computer or mobile phone) from people you work with
- 10 Being passed over for assignments and work-based events (e.g. business trips or meetings with clients)
- 11 Experiencing actual physical violence at work (e.g. being hit, kicked or pushed around).
- 12 Receiving threats from people at work
- 13 Receiving threats that information you regard as personal will be revealed to others at work
- 14 Being excluded from your work team/workgroup
- 15 Pressure from someone else to do work below your level of competence
- 16 Hints or signals from others that you should quit your job
- 17 Being excluded from social activities with colleagues at work
- 19 Feeling excluded from conversations when people talk about subjects you are not a part of or have no connection with
- 20 People avoiding physical contact with you at work
- 21 Receiving less favourable treatment at work (e.g. not being given equal access to training, being passed over for promotion)
- 22 Facing a hostile reaction when you talk about your personal/private life
- 23 Someone withholding information which affects your performance
- 24 Receiving repeated reminders of your errors or mistakes
- 25 Persistent criticism of your work or performance
- 26 Spreading gossip and rumours about you

- 27 Being insulted or having offensive remarks made about you (i.e. about habits and background, attitude or private life, etc)
- 28 Being shouted at
- 29 Being ignored by people at work
- 30 Facing a hostile reaction when you approach others
- 31 Being the subject of unwanted practical jokes

ONLY SHOW STATEMENT 32 TO LGBS/OTHER/UNSURE

- 32 People react negatively when they see you mix with colleagues who are lesbian, gay or bisexual

Never

Occasionally

Monthly

Weekly

Daily

R

SCRIPTER- ONLY MAKE "R" BUTTON SELECTIONABLE AFTER 5 SECONDS

ROUTING-

IF NEVER OR DK TO ALL ITEMS AT F1 SKIP TO F11

IF OCCASIONALLY, MONTHLY, WEEKLY, DAILY TO THREE ITEMS OR LESS AT F1 SKIP F1B

F1b Out of all the following experiences you said you have had, which three have been the most difficult for you to deal with?

MULTICODE (UP TO 3)

DISPLAY ALL ITEMS WHICH RESPONDENT ANSWERED "OCCASIONALLY", "MONTHLY", "WEEKLY" OR "DAILY" TO

DK

IF ANSWER DK AT F1B SKIP TO F11

DISPLAY ITEM 1 SELECTED AT F1B (OR FROM F1 IF 3 OR LESS ITEMS SELECTED)

F2a Thinking about:

SHOW ITEM 1

Who was responsible for it?

SINGLECODE

Supervisor or line-manager/s, senior manager/s

Colleagues/s

Subordinate/s / Junior to you

A group of people at work

Client/s, customer/s, student/s

Not an individual (i.e., the organisation)

DK

IF ANSWERED “NOT AN INDIVIDUAL” AT F2A SKIP F3, F4 & F5

IF ANSWERED “A GROUP OF PEOPLE” AT F2A ASK F2B

F2b Who was the ring leader?

SINGLECODE

Supervisor or line-manager/s, senior manager/s

Colleagues/s

Subordinate/s / Junior to you

Client/s, customer/s, student/s

DK

F3 What was the gender of the person?

SINGLE CODE

Male

Female

Both Male and Female

DK

F4 What was the ethnic group of this person?

SINGLE CODE

Same as you

Different to you

People from a range of ethnic backgrounds

DK

F5 Roughly how old was this person?

SINGLE CODE

About your age

Older than you

Younger than you

People from a range of age groups

DK

ITEM 2 (ASK IF PERSON SELECTED MORE THAN ONE ITEM AT F1/F1B)

F6 Now thinking about:

SHOW ITEM 2

Was the same person responsible for this act as the previous one?

SINGLE CODE

Yes

No

DK

**IF NO OR DK AT F6 REPEAT QUESTIONS 2-5 BUT ABOUT ITEM 2
IF YES AT F6, GO TO NEXT ITEM 3 (F7)**

ITEM 3 (ASK IF PERSON SELECTED MORE THAN TWO ITEMS AT F1/F1B)
F7 Now thinking about:

SHOW ITEM 3

Was it the same person who was responsible for this act as for the two previous acts?

SINGLE CODE

Yes same as **ITEM 1**

Yes same as **ITEM 2**

No

DK

IF NO OR DK AT F7 REPEAT QUESTIONS 2-5 BUT ABOUT ITEM 3

ASK F8 IF MORE THAN ONE ITEM SELECTED AT F1

F8 Out of the two/three acts, which one is/was most difficult to deal with?

DISPLAY ITEMS (2 OR 3 BASED ON NUMBER SELECTED AT F1)

SINGLE CODE

DK

IF ANSWERED DK AT F8 SKIP TO F11

F9 Can you tell me why is/was it difficult to deal with?

WRITE IN

DK

F10a Thinking about:

**DISPLAY ITEM SELECTED AT F8 (OR IF ONLY ONE ITEM SELECTED AT F1
DISPLAY THAT)**

When this last happened to you, do you think it was related to any of the following?

MULTI CODE

Your position in the organisation

It's just the way things are where you work

Your performance at work

The attitude or personality of the other person(s)

Your success

Your religion

Your relationship status (i.e. Being single, having a partner)

Your age

Your gender

Your race, ethnic group and/or colour of skin

Your sexuality/sexual orientation (e.g. straight, lesbian, gay, bisexual etc.)

Your disability

Your long-term illness or other health problems

Your physical appearance or the way you dress

Your sexuality/sexual orientation wrongly assumed

You becoming a parent

Your family or caring responsibilities

Your accent or the way you speak

Your address or where you live

Your social class

None of these

DK

REPEAT F10B FOR ALL STATEMENTS SELECTED AT F10A

F10b And still thinking about <<INSERT STATEMENT ASKED ABOUT AT F10A>>.

To what extent do you think it was related to...

<<INSERT STATEMENT FROM F10A>>?

SINGLE CODE

A little

Quite a lot

Completely

F11A I will now show you a definition of bullying at work, take your time to read it and answer the question as candidly as possible.

Bullying at work involves repeated negative actions and practices that are directed at one or more workers/employees. The behaviours are unwelcome to the victim and undertaken in circumstances where the victim has difficulty in defending themselves. We do not think of one-off incidents as bullying.

Using the definition above, have you been bullied at work over the last six months?

SINGLE CODE

No

Yes, occasionally

Yes, monthly

Yes, weekly

Yes, daily

DK

IF NO OR DK TO F11 & LGB, OTHER, UNSURE, GO TO F14 BELOW.

IF NO OR DK TO F11 & NOT LGB, OTHER, UNSURE, GO TO QUESTION F15 BELOW

IF YES AT F11

F12 Did you report it?

SINGLE CODE

Yes

No

DK

IF NO AT F12

F13 Why did you not report it?

MULTI CODE

I only wanted it to stop
No point, nothing happens anyway
I have no confidence in the process
Fear of retaliation
Fear of being labelled a trouble-maker
Some other reason (WRITE IN)
DK

ASK F14 TO ALL LGBS/OTHER/UNSURE

F14) Have you been subjected to homophobic bullying or harassment at work?

SINGLE CODE

Never
Occasionally
Monthly
Weekly
Daily
DK

ASK F15 TO ALL RESPONDENTS

F15 Have you observed or witnessed bullying taking place at your workplace over the last 6 months?

SINGLE CODE

No, never
Yes, but rarely
Yes, now and then
Yes, often
DK

ASK ALL

Z0 To what extent do you agree with the following statements:

NOTE **STATEMENT TWO IS ASKED TO LGBS/OTHER/UNSURE ONLY)**

I know what my rights are under equality legislation regarding discrimination or harassment at work

I know the Equality Act 2010 makes it unlawful for me to be discriminated against or harassed at work because of my sexual orientation

I am confident I know what to do to exercise my rights if I have been discriminated against or harassed at work

Strongly disagree

Disagree

Neither disagree nor agree

Agree

Strongly agree

DK

Z1 Have you been subjected to discrimination at work within the last 12 months?

SINGLE CODE

Yes

No

Don't know

IF YES AT Z1, ASK Z2

Z2 What did you do in response to the discrimination?

MULTI CODE

- I did nothing
- I took time off
- I talked to my colleagues
- I talked to my friends/my family
- I spoke to my trade union
- I reported it to my line-manager/boss
- I raised it with personnel/human resources
- I submitted a formal complaint
- Something else (WRITE IN)
- DK

IF "TRADE UNION", "LINE MANAGER", "PERSONNEL" OR "FORMAL COMPLAINT" SELECTED AT Z2 ASK Z3

Z3 What happened next as a result of your action?

MULTI CODE

- Nothing happened
- I received an explanation which I accepted
- I received an explanation which I did not accept
- An informal meeting with the alleged perpetrator was arranged
- I was offered mediation
- My complaint was investigated or formally heard
- Something else (WRITE IN)
- DK

PART 5 DISCLOSURE

ASK THIS SECTION TO LGBT/OTHER/UNSURE ONLY

G1 How open are/were you about your sexuality/sexual orientation in your current/most recent job?

Please choose one of the following options:

SINGLE CODE

A – I give the impression that I am heterosexual

B – I am not open at all

C – I only reveal my sexuality/sexual orientation if asked

D – I avoid drawing attention to my sexuality/sexual orientation

E – I make no secret about my sexuality/sexual orientation

F – I am totally open (Whenever appropriate, I make explicit reference to my sexuality/sexual orientation)

DK

DO NOT ASK G2 TO THOSE WHO ANSWERED E OR F TO G1

G2 How far do you agree or disagree with the following statement?

I would like to be more open about my sexuality/sexual orientation at work

SINGLE CODE

Strongly agree

Mostly agree

Somewhat agree

Somewhat disagree

Mostly disagree

Strongly disagree

DK

ASK TO ALL LGBS/OTHER/UNSURE

G3 How far do you agree or disagree with the following statements?

What people think of me at work is of little importance to me

No matter what I do or say, people will draw their own conclusions about my sexuality/sexual orientation

Strongly agree

Mostly agree

Somewhat agree

Somewhat disagree

Mostly Disagree

Strongly disagree

DK

G6a In your current/most recent job, who is/was aware of your sexuality/sexual orientation?

Line manager/boss

Colleagues

Clients/customers

Yes

No

Unsure

DK

IF YES AT G6A ASK G6B ABOUT EACH RELEVANT GROUP

G6b Did you tell your..

Line manager/boss?

Colleagues?

Clients/customers?

Yes

No

Dk

ASK G7 TO THOSE THAT HAVE ANSWERED YES TO ANY GROUP AT G6B

G7 Which of the following led you to disclose your sexuality/sexual orientation at work?

MULTI CODE

The strain of not being out was too difficult

I found it too hard to hide my sexuality

To avoid rumours being spread

To stop rumours being spread

I did not feel the need to hide my sexuality

It created opportunities to build stronger personal relationships at work

I wanted to positively influence the work environment

I wanted to contribute to awareness of lesbians, gay men and bisexuals

There were other open lesbians, gay men and bisexuals in my workplace

There were positive lesbian, gay and bisexual role models in the workplace

I wanted to be a role model to other lesbians, gay men and bisexuals at work

Supportive colleagues

Supportive line manager/boss

There were well communicated equal opportunities policies in place

There was a LGB network at work

The opportunity to be open about my relationship status

Something else (WRITE IN)

DK

ASK G8 IF ANSWERED "A", "B", "C" OR "D" AT G1

G8 Which of the following discouraged you from revealing your sexuality/sexual orientation at work?

MULTI CODE

The absence of other lesbians, gay men and bisexuals in my workplace

The lack of positive lesbian, gay or bisexual role models in the workplace

Unsupportive colleagues

Unsupportive line manager/boss

Equal opportunities policies are ignored/not taken seriously

I don't get on with other lesbians, gay men or bisexuals at work

I want to keep my personal life private

I was in a relationship with a person of the opposite sex

Something else (WRITE IN)

DK

ASK TO ALL LGBS/OTHER/UNSURE

G9 In which situations at work are/were you likely to be open about your sexuality/sexual orientation?

SINGLE CODE

One to one meeting with line manager/boss
Internal training events
External training events
Team/group meetings
Meal/coffee breaks
Work related social events
Very likely
Likely
Unlikely
Very unlikely
DK

PART 6 ADDITIONAL DEMOGRAPHICS

ASK ALL

We would now like to ask you a few more questions about yourself.

H1 Over the last 3 months, have you experienced any of the following symptoms or changes in behaviour?

Lack of appetite or overeating

Indigestion or heartburn

Insomnia-sleep loss

Headaches

Panic or anxiety attacks

Muscular tension/aches and pains

Felling nauseous or being sick

Constant irritability

Difficulty in making decisions

Loss of sense of humour

Feeling or becoming angry with others too easily

Constant tiredness

Feeling unable to cope

Avoiding contact with other people

Mood swings

Unable to listen to other people

Having difficulty concentrating

Never

Rarely

Sometimes

Often

DK

ONLY ASK H2 TO THOSE CURRENTLY EMPLOYED

H2 Have you considered quitting your present job over the last six months?

SINGLE CODE

Never

Rarely

Sometimes

Quite Often

Very Often

DK

H3 Please look at the screen and tell me what your total household income is before any deductions for tax, national insurance and so on. Please include all sources of income including benefits, pension, salary/wages, income from investments or property, etc.

You only need to call out the letter next to the pay range that applies to your household. They have been shown as annual, monthly and weekly incomes, so look at whichever column makes it easier to work out.

Please just call out the appropriate letter.

SHOW SCREEN

SINGLE CODE

INTERVIEWER: IF RESPONDENT SAYS THAT THEIR HOUSEHOLD INCOME VARIES, ASK THEM TO ESTIMATE THE AVERAGE AMOUNT.

-A- Up to £223 a week	/ Up to £966 a month	/ Up to £11,596 a year
-B- £224 - £407 a week	/ £967 - £1,764 a month	/ £11,597 - £21,164 a year
-C- £408 - £663 a week	/ £1,765 - £2,873 a month	/ £21,165 - £34,476 a year
-D- £664 - £1,026 a week	/ £2,874 - £4,446 a month	/ £34,477 - £53,352 a year
-E- £1,026 - £1,389 a week	/ £4,446 - £6,019 a month	/ £53,352 - £72,228 a year
-F- More than £1,389 a week	/ More than £6,019 a month	/ More than £72,228 a year

DK

R

H4a Do you have any of the following long-standing conditions?

INTERVIEWER: INCLUDE PROBLEMS WHICH ARE DUE TO OLD AGE.

MULTI CODE

Deafness or severe hearing impairment

Blindness or severe visual impairment

A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying

A learning difficulty

A long-standing psychological or emotional condition

Other, including any long-standing illness

No, I do not have a long-standing condition

ASK IF ANY LONG STANDING CONDITION AT H4A

H4b Does a long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities?

INTERVIEWER: INCLUDE PROBLEMS WHICH ARE DUE TO OLD AGE.

SINGLE CODE

Yes

No

H5 Starting from the top of the screen, please look down the list of qualifications and tell me the number of the first one you come to that you have passed.

SINGLE CODE

SHOW SCREEN

Higher degree or postgraduate qualifications

Degree (undergraduate) (including B. Ed.), Postgraduate diplomas or Certificates (inc. PGCE), Professional qualifications at degree level (e.g. chartered accountant / surveyor), NVQ / SVQ Level 4 or 5

Diplomas in higher education or other HE qualifications, HNC / HND / BTEC Higher, Teaching qualifications for schools or further education (below degree level), Nursing or other medical qualifications (below degree level), RSA Higher Diploma

A/AS levels / SCE Higher / Scottish Certificate 6th Year Studies, NVQ / SVQ / GSVQ level 3 / GNVQ Advanced, ONC / OND / BTEC National, City and Guilds Advanced Craft / Final level / Part III / RSA, Advanced Diploma

Trade apprenticeships

O level / GCSE grades A-C / SCE Standard / Ordinary grades 1-3, CSE grade 1, NVQ / SVQ / GSVQ level 2 / GNVQ intermediate, BTEC / SCOTVEC first / General diploma, City and Guilds Craft / Ordinary level / Part II / RSA Diploma

O level / GCSE grades D-G / SCE Standard / Ordinary below grade 3, CSE grades 2-5, NVQ / SVQ / GSVQ level 1 / GNVQ foundation, BTEC / SCOTVEC first / General Certificate, City and Guilds part 1 / RSA Stage I-III, SCOTVEC modules / Junior certificate

Other qualifications (including overseas) (specify)

None of these

DK

H6 Thinking about your current/most recent job, can you tell me what does the organisation you work/worked for mainly make or do at the place where you work/worked?

INTERVIEWER: IF MORE THAN TWO JOBS HELD AT THE SAME TIME ASK FOR DETAILS OF MAIN JOB

Please describe fully.

PROBE: MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC., AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL OR SERVICES PROVIDED ETC.

OPEN ENDED

H7 And still thinking about your current/most recent job, what is/was your (main) job?

INTERVIEWER: PROMPT (IF NECESSARY): **What is/was your job title?**

OPEN ENDED

H8 And what do/did you mainly do in your job? Please also tell me if you needed any special qualifications or training to do the job.

INTERVIEWER: IF QUALIFICATIONS MENTIONED, CHECK THAT THESE ARE QUALIFICATIONS THAT ARE NECESSARY FOR THE JOB, NOT WHAT QUALIFICATIONS THE RESPONDENT HAS.

OPEN ENDED

H9 Including yourself, how many employees are/were there in total at the place where you work/worked. Please include all contracted, non-contracted, agency, freelance and temporary workers BUT EXCLUDE any owners, or directors of the organisation.

INTERVIEWER IF RESPONDENT UNSURE SAY: PLEASE GIVE ME YOUR BEST ESTIMATE.

SINGLE CODE

1 only (me only, no other Employees)

2 to 4

5 to 9

10 to 19

20 to 24

25 to 49

50 to 99

100 to 149

150 to 249

250 to 499

500 or over

Don't know but less than 250

Don't know but 250 or more

DK

H10 What is your current marital/relationship status?

SINGLE CODE

Single

I have a partner

I have more than one partner

Married to a person of the opposite sex

In a Civil Partnership

DK

H11 Do/did you have any managerial duties or do/did you supervise other employees?

INTERVIEWER PROMPT (IF NECESSARY). **By this I mean having formal managerial responsibility for one or more people within the organisation**

SINGLE CODE

Manager

Supervisor/foreman

No

DK

STANDARD OMNIBUS DEMOGRAPHICS (NO NEED FOR US TO ASK)

Age

Gender

Region

Ethnicity

Working status

Appendix B – Online questionnaire

QUESTION ORDER AND RESPONSE ORDER IS NOT TO BE RANDOMISED IN THIS SURVEY

WE ARE USING THIS DOMAIN FOR RESPONDENTS TO ACCESS THIS ONLINE SURVEY:

www.worksurvey.org

INTRODUCTION SCREEN

Hello, welcome to this TNS-BMRB online survey!

This survey is about your experience at work. These questions will be used by independent researchers at the University of Manchester and the University of Plymouth to provide information which could lead to a change in employment practices, policies and possibly the law.

This survey will last about 8-10 minutes.

We wish to thank you in advance for taking part in this survey.

TNS-BMRB guarantees that all your answers will remain strictly anonymous

A0 What is your current working status?

Working full-time (30+ hours a week)

Working part-time (8-29 hours a week)

Working part-time (under 8 hours a week)

Retired (no paid work at all) **GO STRAIGHT TO A2A**

Still at school **SCREEN OUT**

Full-time-higher education **SCREEN OUT**

Unemployed **GO STRAIGHT TO QUESTION A2A**

Not in paid employment (not seeking work) **GO STRAIGHT TO A2A**

Refused **SCREEN OUT**

A1 Are you working as an employee or are you self-employed or own your own business?

IF you have MORE THAN ONE JOB please think about your MAIN JOB

SINGLE CODE

Employee

Self-employed (with or without employees) **SCREEN OUT**

Owner of business **SCREEN OUT**

Don't know **SCREEN OUT**

IF "EMPLOYEE" AT A1 SKIP A2A

A2a. Have you worked as an employee full or part time within the last six months?

Please do not include being self-employed or if you owned your own business.

Full-time employee (30+ hours a week)

Part-time employee (8-29 hours a week)

Part-time employee (under 8 hours a week)

Not worked as an employee in the last six months **SCREEN OUT**

A3 Which of the following best describes how you think of yourself?

SINGLE CODE

- Heterosexual/straight
- Lesbian
- Gay
- Bisexual
- Other
- Unsure

SHOW FOLLOWING TEXT TO THOSE SCREENED OUT

Thank you for your time. However, as this survey is about experiences at work we only want to hear from people that are current or recent employees.

F1 Over the last six months, how often have you experienced the following at work?

Please only select the refused option when you really cannot answer the question.

SINGLE CODE

SCRIPT AS GRID (SPLIT ONTO THREE SCREENS)

ROWS

- 1 Being called insulting names at work
- 2 Being talked to in an insulting and derogatory manner at work
- 3 Being asked intrusive or pushy questions about your personal/private life
- 4 Experiencing unwelcome banter or teasing at work
- 5 Receiving unwelcome comments about the way you dress
- 6 Receiving unwelcome remarks about your body (i.e. weight, shape, physique)
- 7 Being confronted with unwanted jokes or remarks which have a sexual undertone
- 8 Experiencing unwanted physical contact, e.g. touching, grabbing, groping
- 9 Receiving intimidating emails, text-messages or photos (on your computer or mobile phone) from people you work with
- 10 Being passed over for assignments and work-based events (e.g. business trips or meetings with clients)
- 11 Experiencing actual physical violence at work (e.g. being hit, kicked or pushed around).
- 12 Receiving threats from people at work
- 13 Receiving threats that information you regard as personal will be revealed to others at work
- 14 Being excluded from your work team/workgroup
- 15 Pressure from someone else to do work below your level of competence

- 16 Hints or signals from others that you should quit your job
- 17 Being excluded from social activities with colleagues at work
- 19 Feeling excluded from conversations when people talk about subjects you are not a part of or have no connection with
- 20 People avoiding physical contact with you at work
- 21 Receiving less favourable treatment at work (e.g. not being given equal access to training, being passed over for promotion)
- 22 Facing a hostile reaction when you talk about your personal/private life
- 23 Someone withholding information which affects your performance
- 24 Receiving repeated reminders of your errors or mistakes
- 25 Persistent criticism of your work or performance
- 26 Spreading gossip and rumours about you
- 27 Being insulted or having offensive remarks made about you (i.e. about habits and background, attitude or private life, etc)
- 28 Being shouted at
- 29 Being ignored by people at work
- 30 Facing a hostile reaction when you approach others
- 31 Being the subject of unwanted practical jokes
- ONLY SHOW STATEMENT 32 TO LESBIAN/GAY/BISEXUAL/OTHER/UNSURE AT A3**
- 32 People react negatively when they see you mix with colleagues who are lesbian, gay or bisexual.

COLUMNS

Never

Occasionally

Monthly

Weekly

Daily

Refused **(ONLY ALLOW THIS CODE TO BE SELECTED AFTER FIVE SECONDS)**

F11A Using the following definition of bullying at work:

Bullying at work involves repeated negative actions and practices that are directed at one or more workers/employees. The behaviours are unwelcome to the victim and undertaken in circumstances where the victim has difficulty in defending themselves. We do not think of one-off incidents as bullying.

Have you been bullied at work over the last six months?

SINGLE CODE

- No
- Yes, occasionally
- Yes, monthly
- Yes, weekly
- Yes, daily
- Don't know

Z1 Have you been subjected to discrimination at work within the last 12 months?

SINGLE CODE

- Yes
- No
- Don't know

IF YES AT Z1, ASK Z2

Z2 What did you do in response to the discrimination?

MULTI CODE

- I did nothing **EXCLUSIVE CODE**
- I took time off
- I talked to my colleagues
- I talked to my friends/my family
- I spoke to my trade union
- I reported it to my line-manager/boss
- I raised it with personnel/human resources
- I submitted a formal complaint
- Something else (WRITE IN)
- Don't know

IF “TRADE UNION”, “LINE MANAGER”, “PERSONNEL” OR “FORMAL COMPLAINT” SELECTED AT Z2 ASK Z3

Z3 What happened next as a result of your action?

MULTI CODE

Nothing happened **EXCLUSIVE CODE**

I received an explanation which I accepted

I received an explanation which I did not accept

An informal meeting with the alleged perpetrator was arranged

I was offered mediation

My complaint was investigated or formally heard

Something else (WRITE IN)

Don't know

IF “HETEROSEXUAL/STRAIGHT” AT A3 SKIP TO H1 OTHERWISE CONTINUE

G1 How open are/were you about your sexuality/sexual orientation in your current/most recent job?

Please choose one of the following options:

SINGLE CODE

A – I give the impression that I am heterosexual

B – I am not open at all

C – I only reveal my sexuality/sexual orientation if asked

D – I avoid drawing attention to my sexuality/sexual orientation

E – I make no secret about my sexuality/sexual orientation

F – I am totally open (Whenever appropriate, I make explicit reference to my sexuality/sexual orientation)

Don't know

DO NOT ASK G2 TO THOSE WHO ANSWERED E OR F TO G1

G2 How far do you agree or disagree with the following statement?

I would like to be more open about my sexuality/sexual orientation at work

SINGLE CODE

Strongly agree

Mostly agree

Somewhat agree

Somewhat disagree

Mostly disagree

Strongly disagree

Don't know

ASK TO ALL LESBIAN/GAY/BISEXUAL/OTHER/UNSURE AT A3

G3 How far do you agree or disagree with the following statements?

SCRIPT AS GRID

ROWS

**What people think of me at work is of little importance to me
No matter what I do or say, people will draw their own conclusions about my
sexuality/sexual orientation**

COLUMNS

Strongly agree

Mostly agree

Somewhat agree

Somewhat disagree

Mostly Disagree

Strongly disagree

Don't know

G6a In your current/most recent job, who is/was aware of your sexuality/sexual orientation?

SCRIPT AS GRID

ROWS

Line manager/boss

Colleagues

Clients/customers

COLUMNS

Yes

No

Unsure

Don't know

IF YES AT G6A ASK G6B ABOUT EACH RELEVANT GROUP

G6b Did you tell your...

SCRIPT AS GRID

ROWS

Line manager/boss?

Colleagues?

Clients/customers?

COLUMNS

Yes

No

Don't know

ASK G7 TO THOSE THAT HAVE ANSWERED YES TO ANY GROUP AT G6B

G7 Which of the following led you to disclose your sexuality/sexual orientation at work?

MULTI CODE

The strain of not being out was too difficult

I found it too hard to hide my sexuality

To avoid rumours being spread

To stop rumours being spread

I did not feel the need to hide my sexuality

It created opportunities to build stronger personal relationships at work

I wanted to positively influence the work environment

I wanted to contribute to awareness of lesbians, gay men and bisexuals

There were other open lesbians, gay men and bisexuals in my workplace

There were positive lesbian, gay and bisexual role models in the workplace

I wanted to be a role model to other lesbians, gay men and bisexuals at work

Supportive colleagues

Supportive line manager/boss

There were well communicated equal opportunities policies in place

There was a LGB network at work

The opportunity to be open about my relationship status

Something else (WRITE IN)

Don't Know

ASK G8 IF ANSWERED "A", "B", "C" OR "D" AT G1

G8 Which of the following discouraged you from revealing your sexuality/sexual orientation at work?

MULTI CODE

- The absence of other lesbians, gay men and bisexuals in my workplace
- The lack of positive lesbian, gay or bisexual role models in the workplace
- Unsupportive colleagues
- Unsupportive line manager/boss
- Equal opportunities policies are ignored/not taken seriously
- I don't get on with other lesbians, gay men or bisexuals at work
- I want to keep my personal life private
- I was in a relationship with a person of the opposite sex
- Something else (WRITE IN)
- Don't know

ASK TO ALL LESBIAN/GAY/BISEXUAL/OTHER/UNSURE AT A3

G9 In which situations at work are/were you likely to be open about your sexuality/sexual orientation?

SCRIPT AS GRID

ROWS

- One to one meeting with line manager/boss
- Internal training events
- External training events
- Team/group meetings
- Meal/coffee breaks
- Work related social events

COLUMNS

- Very likely
- Likely
- Unlikely
- Very unlikely
- Don't know

Finally we would like to ask you a few more questions about yourself.

H1 Over the last 3 months, have you experienced any of the following symptoms or changes in behaviour?

SCRIPT AS GRID

ROWS

Lack of appetite or overeating

Indigestion or heartburn

Insomnia-sleep loss

Headaches

Panic or anxiety attacks

Muscular tension/aches and pains

Felling nauseous or being sick

Constant irritability

Difficulty in making decisions

Loss of sense of humour

Feeling or becoming angry with others too easily

Constant tiredness

Feeling unable to cope

Avoiding contact with other people

Mood swings

Unable to listen to other people

Having difficulty concentrating

COLUMNS

Never

Rarely

Sometimes

Often

Don't know

ONLY ASK H2 TO THOSE CURRENTLY EMPLOYED (“WORKING FULL-TIME (30+ HOURS A WEEK)”, “WORKING PART-TIME (8-29 HOURS A WEEK)” OR “WORKING PART-TIME (UNDER 8 HOURS A WEEK)” AT A0)

H2 Have you considered quitting your present job over the last six months?

SINGLE CODE

Never

Rarely

Sometimes

Quite Often

Very Often

Don't know

H3 What is your total household income before any deductions for tax, national insurance and so on?

Please include all sources of income including benefits, pension, salary/wages, income from investments or property, etc. If your household income varies please make an estimate.

SINGLE CODE

- | | | |
|-----------------------------|----------------------------|----------------------------|
| -A- Up to £223 a week | / Up to £966 a month | / Up to £11,596 a year |
| -B- £224 - £407 a week | / £967 - £1,764 a month | / £11,597 - £21,164 a year |
| -C- £408 - £663 a week | / £1,765 - £2,873 a month | / £21,165 - £34,476 a year |
| -D- £664 - £1,026 a week | / £2,874 - £4,446 a month | / £34,477 - £53,352 a year |
| -E- £1,026 - £1,389 a week | / £4,446 - £6,019 a month | / £53,352 - £72,228 a year |
| -F- More than £1,389 a week | / More than £6,019 a month | / More than £72,228 a year |

Don't know

Refused

H4a Do you have any of the following long-standing conditions?

Please include any problems which are due to old age.

MULTI CODE

Deafness or severe hearing impairment

Blindness or severe visual impairment

A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying

A learning difficulty

A long-standing psychological or emotional condition

Other, including any long-standing illness

No, I do not have a long-standing condition

ASK IF ANY LONG STANDING CONDITION AT H4A

H4b Does a long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities?

Please include any problems which are due to old age.

SINGLE CODE

Yes

No

H5 Starting from the top of the screen, please look down the list of qualifications and select the first one you come to that you have passed.

SINGLE CODE

Higher degree or postgraduate qualifications

Degree (undergraduate) (including B. Ed.), Postgraduate diplomas or Certificates (inc. PGCE), Professional qualifications at degree level (e.g. chartered accountant / surveyor), NVQ / SVQ Level 4 or 5

Diplomas in higher education or other HE qualifications, HNC / HND / BTEC Higher, Teaching qualifications for schools or further education (below degree level), Nursing or other medical qualifications (below degree level), RSA Higher Diploma

A/AS levels / SCE Higher / Scottish Certificate 6th Year Studies, NVQ / SVQ / GSVQ level 3 / GNVQ Advanced, ONC / OND / BTEC National, City and Guilds Advanced Craft / Final level / Part III / RSA, Advanced Diploma

Trade apprenticeships

O level / GCSE grades A-C / SCE Standard / Ordinary grades 1-3, CSE grade 1, NVQ / SVQ / GSVQ level 2 / GNVQ intermediate, BTEC / SCOTVEC first / General diploma, City and Guilds Craft / Ordinary level / Part II / RSA Diploma

O level / GCSE grades D-G / SCE Standard / Ordinary below grade 3, CSE grades 2-5, NVQ / SVQ / GSVQ level 1 / GNVQ foundation, BTEC / SCOTVEC first / General Certificate, City and Guilds part 1 / RSA Stage I-III, SCOTVEC modules / Junior certificate

Other qualifications (including overseas)

None of these

Don't know

H9 Including yourself, how many employees are/were there in total at the place where you work/worked. Please include all contracted, non-contracted, agency, freelance and temporary workers BUT EXCLUDE any owners, or directors of the organisation.

If you are unsure please give your best estimate.

SINGLE CODE

- 1 only (you only, no other Employees)
- 2 to 4
- 5 to 9
- 10 to 19
- 20 to 24
- 25 to 49
- 50 to 99
- 100 to 149
- 150 to 249
- 250 to 499
- 500 or over
- Don't know but less than 250
- Don't know but 250 or more

H10 What is your current marital/relationship status?

SINGLE CODE

- Single
- I have a partner
- I have more than one partner
- Married to a person of the opposite sex
- In a Civil Partnership
- Don't know

H11 Do/did you have any managerial duties or do/did you supervise other employees?

By this we mean having formal managerial responsibility for one or more people within the organisation

SINGLE CODE

Manager

Supervisor/foreman

No

DK

H101 What is your gender?

SINGLE CODE

Male

Female

H102 What was your age last birthday?

OPEN NUMERICAL (MIN 16 – MAX 98)

Refused

H103 Which of these best describes your ethnic group ?

By this we mean your cultural background

SINGLE CODE

White British

White Irish

Any other white background

White & Black African

White & Asian

Any other mixed background

Pakistani

Bangladeshi

Any other Asian background

African

Any other Black background

Any other

Refused

H104 In which of the following regions do you live?

SINGLE CODE

England (**HEADING NOT A CODE**)

North East

North West

Yorkshire and The Humber

East Midlands

West Midlands

East of England

London

South East

South West

Scotland

Wales

Don't know

FINAL SCREEN FOR RESPONDENTS THAT HAVE COMPLETED THE SURVEY

Thank you for taking part in this survey. Researchers from the University of Manchester and the University of Plymouth are trying to find out more about people's experiences in employment as part of a publicly-funded research project. The information that is gathered will be used to improve policies and practices in the workplace. If you want to know more about the research you can contact TNS-BMRB on 0800 015 1882 who will arrange for one of the research team to ring you at your convenience. You can also make contact with the research team via email using this address: worksurvey@tns-online.com

If you feel that you have been affected by negative behaviour in the workplace, including bullying or harassment helplines which you may find useful are listed below. Advice can also be obtained from trade unions, legal advisers and Citizens Advice Bureaux.

Help and Advice

If you would like more information about your rights at work, you can contact the following:

ACAS

Improving organisations and working life through better employment relations

Helpline: 08457 47 47 47

www.acas.org.uk

Citizens Advice Bureau

www.adviceguide.org.uk/employment.htm

or visit your local CAB office

DirectGov

www.direct.gov.uk/en/Employment/Employees/

If you feel that you have been affected by negative behaviour in the workplace, including bullying or harassment, and want to speak to someone about this, you can contact the help and advice line operated by the organisations below:

Dignity at Work – Now (DAWN)

A Midlands based anti-bullying campaign and support group

<http://www.dignityatworknow.org.uk>

Just Fight On

A not-for-profit anti-bullying organisation

<http://www.jfo.org.uk>

Equalities and Human Rights Commission (EHRC)

EHRC is the organisation that represents gender equality opportunities, race equalities and disability rights <http://www.equalityhumanrights.com>

The Commission has set up a series of Helplines covering different countries of the United Kingdom:

England

EHRC Helpline England

0845 604 6610 - England main number

0845 604 6620 - England textphone

Wales

EHRC Helpline Wales

0845 604 8810 - Wales main number

0845 604 8820 - Wales textphone

Scotland

EHRC Helpline Scotland

0845 604 5510 - Scotland main number

0845 604 5520 - Scotland textphone

Stonewall

Stonewall is the UK's national lesbian, gay and bisexual charity. It offers support and welfare services to those within the LGBT community.

Stonewall has a national helpline which deals with all aspects of LGBT welfare including advice and support for those being bullied / harassed in the workplace due to their sexuality.

http://www.stonewall.org.uk/at_work/

Stonewall National Helpline

08000 50 20 20

Appendix C – Leave behind leaflet

Bullying and harassment in the workplace

Thank you for taking part in this survey. Researchers from the University of Manchester and the University of Plymouth are trying to find out more about people's experiences in employment as part of a publicly-funded research project. The information that is gathered will be used to improve policies and practices in the workplace. If you want to know more about the research you can contact TNS-BMRB on 0800 015 1882 who will arrange for one of the research team to ring you at your convenience. You can also make contact with the research team via email using this address: worksurvey@tns-online.com

If you feel that you have been affected by negative behaviour in the workplace, including bullying or harassment helplines which you may find useful are listed below. Details of websites which contain information designed to help people who have been affected by this kind of behaviour are also listed. Advice can also be obtained from trade unions, legal advisers and Citizens Advice Bureaux.

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Helpline: 08457 47 47 47

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or visit your local CAB office

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If you feel that you have been affected by negative behaviour in the workplace, including bullying or harassment, and want to speak to someone about this, you can contact the help and advice line operated by the organisations below:

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EHRC Helpline Scotland

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http://www.stonewall.org.uk/at_work/

Stonewall National Helpline

80000 20

Appendix D – Online card

Your views and experiences are very important to us.

We would be very grateful if you could take a few minutes to complete this survey in full privacy at:

www.worksurvey.org

Appendix E – Interviewer instructions

JN723691 - Experience at work survey Interviewer instructions

Background

We have been commissioned by academics at the University of Manchester and the University of Plymouth to undertake a survey about discrimination, bullying and harassment of lesbian, gay or bisexual (LGB) employees.

The objectives of the main stage of the survey will be:

- To provide an accurate estimate of the prevalence and behavioural nature of discrimination, bullying and harassment of LGB employees
- To identify risk-groups, risk-industries and occupations in the LGB population and examine how sexuality may overlap with other risk factors such as gender, ethnicity, religion, age and disability
- To compare experiences of LGB employees with that of heterosexual employees as well as examining how the experiences of gay men are similar or different to lesbian women

Online survey

If any respondents selects “I can’t answer questions relating to my sexuality/sexual orientation right now” at the sexuality question you will be prompted to give them a card which directs them to the online version of the survey. These respondents will not be asked any further questions on this link. Please note that you should only give this card to a respondent if the CAPI script tells you to.

Self-completion

The sexuality question is critical to this survey, to encourage people to be honest when answering this question we have made it self-completion. The CAPI script will prompt you to give the machine to the respondent at the right moment. Once respondents have answered this question please

take the CAPI machine back off of them. If respondents are having trouble with this question please assist them in answering it.

Leave behind leaflet

There is a leaflet which you should give to respondents at the end of this link. This leaflet provides the respondents with further information on the survey and also the details of organisations they can contact about their experiences or to find out about their rights and seek support.

Instructions for specific sections/questions

A3 This question is self-completion, please pass the CAPI machine to the respondent. If the respondent requires assistance with the CAPI machine then please provide it to them.

F1 This is the main question which we use to determine whether respondents have experienced any negative behaviours at work. Please allow respondent enough time to read all the statements properly.

G This section is asked to LGBs only. This section asks questions which some people may find personal so please ask these sensitively.

H Some of the questions in section H are personal in nature (e.g. health and income) please make sure you ask these in a sensitive manner.