

WORK PACKAGE 2 WAVE 2 INTERVIEW SCHEDULE FOR MICROBUSINESS EMPLOYEES

Biographical info

- a. What is your role or association with XXX?
- b. Are you full time/part time/freelance/voluntary?
- c. How long have you worked for or been associated with XXX?

Outputs and Outcomes

- What makes you feel most productive in your work/ how do you know you are doing a good job (probe: can you give me an example of when you felt productive)?

Inputs

1. Employee Effort and Skills

- a. What are your strengths/what are you good at?
- b. What skills would you like to develop?
- c. Do you have access to training? If so, what type? Any constraints?

2. Organisational Support

NA

3. Resources

- a. What resources do you need to be productive (e.g.: facilities, equipment, materials; finances; information/knowledge; partnerships, staffing, outsourcing; marketing facilities, etc.)?
- b. Do you have sufficient access to these things? Why/Why not?

4. Customers

NA

Processes

5. Objectives

- a. When working with XXX is there a plan/set of procedures that you follow?
 - If yes, please describe. How was information about the plan shared with you (if no, why not)? How does the firm monitor progress towards the plan (e.g. through targets/deadlines/supervision)?
 - If no plan, Why? (Perhaps a more informal approach is adopted).

6. Reflexivity

- a. When working with XXX do you review your working practices (the way they do things) from time to time (E.g., to make improvements/learn from mistakes/develop new ways of working?)
- If yes, how often (frequently? proactive or reactive activity)?
 - If no, why?

7. Participation

- a. When working with XXX, do they:
- Involve you in decisions? Example(s)? If not, why?

8. Task Design

- a. What are the main tasks that you need to complete when working with XXX?
- b. NA
- c. How do you know what you need to do?
- d. How much autonomy (freedom to decide how you do your work) do you have? Please describe?

9. Task Focus

NA

10. Employee cooperation and conflict

- a. What is the level of cooperation like among colleagues when you work with XXX (do you work well together)? Examples?
- b. What impact (if any) does this have?

11. Engagement

- a. Can you describe the approach XXX takes to managing the motivation and morale of colleagues like yourself?

Part 2 – Employee version

We are interested in how you experience 'engagement' at work. Engagement has been a term used to describe a heightened state of:

- being stimulated intellectually, such that you feel attentive and absorbed in what you are doing
- being emotionally connected, such that you feel an enthusiasm and involvement (i.e. feelings of wanting to be at work)
- physically motivated, such that you feel a desire to commit physical and mental energy to your job

- a. Please rate the following statements according to the extent to which you disagree/agree with them, ranging from: 0 Never; 1 Almost never e.g. a few times

a year; 2 Rarely, e.g. once a month or so; 3 Sometimes, e.g., a few times a month; 4 Often, e.g. once a week or so; 5 Very often, e.g. a few times a week; 6 Always, e.g. every day.

- I am enthusiastic about my job
 - I am proud of my job and the work I do
 - At work, I am absorbed in my job such that I forget everything else around me
 - At work, I pay a lot of attention to my job
 - At work I feel bursting with energy
 - I try my hardest to perform well in my job
- b. Reflecting on the above, why have you rated these statements in the way that you have?
- c. What particular things help you feel engaged with your work?
- d. What particular things get in the way of you feeling engaged with your work?
- e. What can **XXX** do to help you maintain a high level of 'engagement' with your work?
- f. Are there any other reflections about how you 'engage' with your work that you'd like to discuss?

12.AOB

- e. Is there anything else that needs to be discussed that we've missed?