

The Third Work-Life
Balance Employee Survey:
Main findings

HÜLYA HOOKER, FIONA NEATHEY,
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INSTITUTE FOR EMPLOYMENT STUDIES

dti

**EMPLOYMENT RELATIONS
RESEARCH SERIES NO. 58**

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Balance Employee
Survey: Main findings**

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MARCH 2007

About EMAR

Employment Market Analysis and Research (EMAR) is a multi-disciplinary team of economists, social researchers and statisticians based in the Employment Relations Directorate of the Department of Trade and Industry.

Our role is to provide the evidence base for good policy making in employment relations, labour market and equality and discrimination at work. We do this through:

- Conducting periodic socio-economic benchmark surveys
- Commissioning external research reports
- Conducting in-house research and analysis
- Assessing the regulatory impact of new employment laws
- Monitoring and evaluating of the impact of government policies

We publicly disseminate the results of this research through the DTI Employment Relations Research Series and other publications. For further details of EMAR's work please see our web pages at:

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About this publication

The project manager for this report was Harjinder Kaur, former Research Officer in the Employment Market Analysis and Research branch.

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Foreword

The Department of Trade and Industry's aims are to create the conditions for business success, and help the UK respond to the challenge of globalisation. As part of that objective we want a dynamic labour market that provides full employment, adaptability and choice, underpinned by decent minimum standards. DTI want to encourage high performance workplaces that add value, foster innovation and offer employees skilled and well-paid jobs.

We need to do more to encourage diversity in the workplace and give people choices over how they balance their work and family life. We wish to see further improvements in workers' skills and training, so that everyone has the chance to make the most of their potential. And crucially, we need to ensure that vulnerable workers are not mistreated, but get the rights they are entitled to.

The Third Work-Life Balance Employee Survey provides an important stocktake of work-life balance policies and their impact on employees in British workplaces. Many of the results are encouraging. They show increased provision by employers of flexible working arrangements and a fall in unmet employee demand. They also show high levels of employee satisfaction with their current working arrangements – even higher among those working flexibly.

The survey also finds little evidence of widespread resentment or ill-will by workplace colleagues towards those working flexibly. Colleagues were more positive than negative about the consequences.

A surprising finding was the high rate of informal or short-term flexible working in British workplaces, with a majority of employees stating that they had worked flexibly in the past 12 months. This suggests that for many employees flexible working has evolved from being the exception to being the norm.

Finally, I would like to thank the teams at ICM Research and the Institute for Employment Studies for their patience and hard work. The report is a credit to them.

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Grant Fitzner

Director, Employment Market Analysis and Research

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Glossary of abbreviations and acronyms

CATI	Computer-assisted telephone interviewing
CBI	Confederation of British Industry
DTI	Department of Trade and Industry
FWES	Flexible Working Employee Survey
GHS	General Household Survey
IAER	Individual Awareness of Employment Rights
ICM	ICM Research
IES	Institute for Employment Studies
IFF	IFF Research Ltd
LFS	Labour Force Survey
MORI	MORI Ltd
RDD	Random Digit Dialling
SAP	Statutory Adoption Pay
SIC	Standard Industrial Classification
SMP	Statutory Maternity Pay
SOC	Standard Occupation Classification
SPP	Statutory Paternity Pay
TOIL	Time off in Lieu
TPS	Telephone Preference Service
TU	Trade Union
TUC	Trades Union Congress
WLB	Work Life Balance
WLB1	First Work-Life Balance Study
WLB2	Second Work-Life Balance Study
WLB3	Third Work-Life Balance Employee Survey
WTR	Working Time Regulations

Glossary of terms

Annualised hours	Where the number of hours an employee has to work is calculated over a full year, eg instead of 40 hours a week, employees are contracted to work 1,900 hours per year (after allowing for leave and other entitlements).
Compressed	This means working full-time hours over a fewer number working week of days. For example, working a 40 hour week over four days, or working a nine-day fortnight. This is not the same as shift-working.
Flexitime	Where an employee can vary their start and finish times but have an agreement to work a set number of hours per week or per month. This may be informally or formally agreed.
Job-sharing	This is a type of part-time working where a full-time job is divided, usually between two people. The job sharers work at different times, although there may be a changeover period. Sharers each have their own contract of employment and share the pay and benefits of a full-time job on a pro rata basis.
Non-flexible worker	As one of the categories of 'flexible worker status', this is an employee who does not work (or has not done in the past 12 months) any of the eight flexible working arrangements.
Other	As one of the categories of 'flexible worker status', this is
flexible worker	an employee who works (or has done so in the past 12 months) one or more of the seven flexible working arrangements (excludes part-time working).
Part-time work	Defined for this survey as working less than 30 hours a week.
Part-time worker	As one of the categories of 'flexible worker status', this is an employee who works (or has done so in the past 12 months) on a part-time basis.
Reduced hours for a limited period	Where an employee has an agreement to cut their hours for a set period of time (eg a month, six months) and then return to their original working hours. This is sometimes known as V-time working.
Term-time	Where an employee works only during school term working times.
Working from hours. home	Where an employee works all, or some of, their working

Executive summary

The Third Work-Life Balance Employee Survey, conducted in early 2006, found high levels of employee satisfaction and a significant increase in the availability of most flexible working arrangements since 2003. In all, 87 per cent of employees said they were either satisfied or very satisfied with their current working arrangements – up from 81 per cent in 2003.

Almost all employees (90 per cent) reported that at least one flexible working arrangement was available to them if they needed it – an increase from 85 per cent in 2003. The working arrangements most commonly available were part-time working, reduced hours for a limited period, and flexitime. The arrangements most commonly taken up by employees were flexitime, working from home, and part-time work. Unmet employee demand for all flexible working arrangements except term-time working has fallen since 2003.

Employees were very positive about their own flexible working experience, and more positive than negative about the flexible working arrangements of colleagues. Seventeen per cent of employees had made a request to change their working arrangements over the last two years.

The survey also found a high level of informal and short-term flexible working arrangements in British workplaces, with over half the workforce (56 per cent) saying that they had worked flexibly in the last 12 months.

Two-thirds of working parents with young children were aware of their right to request flexible working. More than two-fifths of employees were aware that the Government intended to extend the right to request flexible working to carers of adults.

Aims and objectives

The main objectives of this study were to:

- Establish the extent to which employees perceive the provision of work-life balance practices as inclusive.
- Ascertain the demand for work-life balance practices.
- Assess take-up of work-life balance practices including reasons for non-take-up (e.g. impact on job security and promotion).
- Ascertain employees' views on the detrimental effects of flexible working.
- Establish the extent to which work-life balance practices meet their needs, including their views on the feasibility of their employer extending these arrangements.
- Establish how, and to what extent, employees are informed of, and are involved in, the development and implementation of the various work-life balance

arrangements; including whether there are procedures in place for taking their views into account.

- Ascertain employees' views on the impact of work-life balance practices, including the impact on employee commitment, and the employment relations' climate.

Background

The first Work-Life Balance Survey (WLB1) was conducted by the Department for Education and Employment in 2000 to assess the extent to which employers operated work-life balance practices; to see whether employees felt that existing practices met their needs; and to provide a baseline against which future surveys could be compared. Changes were made in the survey's methodology between the first baseline study conducted by IFF and the second survey of employees (WLB2) conducted in 2003 by MORI, and fieldwork for the second survey was conducted prior to the introduction of the right to request flexible working. This report presents the results of the Third Work-Life Balance Employees' Survey, conducted by telephone in early 2006.

Contracted hours of work, overtime, paid holiday entitlement and take-up

Working hours

Employees were asked if they had a set number of contracted hours; 83 per cent reported that they had (compared to 79 per cent in WLB2). Whilst almost half (47 per cent) of employees with contracted working hours (who stated what their actual and contracted hours were) were working their contracted hours, almost as many (45 per cent) were working more than their contracted hours.

Almost seven in ten (69 per cent) of all employees said they were content with their current working hours, whilst around a quarter (26 per cent) wanted to work fewer hours, and five per cent wanted to work more hours.

Overtime

There were significant falls in the incidence of both paid and unpaid overtime compared with WLB2. Just over half (52 per cent) of all employees said that they worked overtime, down from 67 per cent in WLB2. The average number of hours of paid overtime worked was 6.38 hours, whilst the average number of hours of unpaid overtime worked was 7.03 hours per week. The majority (56 per cent) of those who worked unpaid overtime were not given time off in lieu (exactly the same as found in WLB2). The main reason employees who worked overtime gave for working overtime was because they had too much work to finish in their normal working hours (cited by 44 per cent of those who worked overtime, compared to 42 per cent in WLB2).

Paid holidays

Around three-quarters of employees (74 per cent) had taken all the paid holidays they were entitled to in the previous year (up from 71 per cent in WLB2). The most common reason given for not having taken their full entitlement was too much work/too busy (cited by 26 per cent of those who had not taken their full entitlement).

Work-life balance policies and practices

Availability of flexible working arrangements

Employees were asked whether a variety of working arrangements would be available for them personally at their workplace if they needed it. Almost all employees (90 per cent) said that at least one flexible working arrangement was available to them if they needed it (up from 85 per cent in WLB2). Two or more flexible working arrangements were available to 77 per cent of employees (compared with 68 per cent in WLB2).

The most commonly available flexible working arrangement was working part-time. Nearly seven in ten (69 per cent) of employees said that this would be available if they needed it (a small increase from 67 per cent in WLB2). Over half of employees (54 per cent) felt that they would be able to work reduced hours for a limited period if they needed to do so (a decline from 62 per cent in WLB2). Flexible working time (flexitime) was the third arrangement to be available to over half (53 per cent) of employees (an increase from 48 per cent in WLB2), whilst just under half (47 per cent) of employees felt that job sharing would be available to them if they needed it (an increase from 41 per cent in WLB2).

Over a third (37 per cent) of employees felt that they would be able to work only in school term-time if they wanted to do so (an increase from 32 per cent in WLB2), and the opportunity to work a compressed working week (working full-time hours over a fewer number of days) was available to 35 per cent of employees (an increase from 30 per cent in WLB2).

Annualised hours arrangements (where working hours are calculated on an annual basis to allow fluctuations in line with seasonal or other variations) were available in just under a quarter (24 per cent) of workplaces (an increase from 20 per cent in WLB2). Working from home on a regular basis was the arrangement employees were least likely to be available (23 per cent of employees said that it would be available to them if they needed it, an increase from 20 per cent in WLB2).

Take-up of flexible working arrangements

Those employees who said that a particular work arrangement would be available to them if they needed it were also asked if they currently worked, or had worked, in any of these ways in the last 12 months with their current employer. Nearly half (49 per cent) of employees who had flexitime available to them made use of that arrangement, and over four in ten (44 per cent) who were able to work regularly from home did so. In addition, nearly two-fifths of those who said that the arrangement was available to them worked part-time (38 per cent); and over a third of employees who were able to do so (36 per cent) worked term-time only.

Take-up of the other flexible working arrangements was lower, with around a quarter working annualised hours (27 per cent) or a compressed working week (24 per cent); under one-fifth (18 per cent) taking advantage of opportunities to work reduced hours for a limited period; and just over one in ten (12 per cent) taking up job sharing opportunities. There was little change in the proportions of all employees taking up flexible working arrangements since WLB2.

Unmet demand for flexible working arrangements

Unmet employee demand is where an employee does not have access to a particular arrangement, but would like the opportunity to work in that way. The highest level of unmet demand was for flexitime (29 per cent) and a compressed working week (27 per cent). In addition 21 per cent of all employees would have liked the opportunity to work from home on a regular basis, and the same proportion of employees were attracted to the idea of reduced hours for a limited period. One in five would have liked the chance to work an annualised hours arrangement. There was less unmet demand for working term-time only (14 per cent), for part-time working (13 per cent) and for job-sharing (11 per cent). Demand for all flexible working arrangements except term-time working had declined since WLB2.

Take-up of the right to request flexible working

Employees were asked if they were aware of the right for some employees to request flexible working introduced in April 2003; two-thirds (65 per cent) of working parents with dependent children under 6 and over half (56 per cent) of all employees said that they were aware of the new right.

Employees were also asked whether over the last two years they had approached their current employer to make a request to change how they regularly work for a sustained period of time. In all, 17 per cent of employees had made such a request (the same proportion as in WLB2). Female employees (22 per cent) were more likely than male employees (14 per cent) to have requested to work flexibly over the last two years.

When asked about the nature of their requests, 30 per cent of employees who had asked to change their working arrangements did so to reduce their hours of work or to work part-time (compared to 29 per cent in WLB2). A quarter (25 per cent) had asked to change 'when I work including the number of days that I work' (compared to 23 per cent in WLB2). In contrast, 12 per cent wanted to increase their working hours (compared to nine per cent in WLB2). Eleven per cent of employees making a request had asked to work flexitime (13 per cent in WLB2) and ten per cent had requested some time off or additional leave arrangement (eight per cent in WLB2).

In addition, the survey found a high level of informal and short-term flexible working arrangements in British workplaces. Just over one quarter (26 per cent) of employees said that they were either currently working part-time, or had done so in the last 12 months with their current employer. Another 30 per cent were not working part-time but said they were either currently using other flexible working practices, or had worked in this way in the last 12 months. Hence only two-fifths (44 per cent) said they were not currently working flexibly, and had not done so in the last 12 months with their current employer. This indicates a higher incidence of flexible working than the number of formal requests made by employees would suggest.

Making a request to change the way they worked

Those who had made a request to change the way they regularly worked were then asked what the outcome of that request had been. In most cases requests were either fully (60 per cent) or partially (18 per cent) agreed to. Seventeen per cent said their request had been declined – down from 20 per cent of employees in WLB2. Five per cent of requests were pending or awaiting

decision. Employers declined 23 per cent of requests by men and 13 per cent by women.

All employees who had not made a request to change their working arrangement were asked why they had not made such a request. In most cases it was seen as personal choice: 58 per cent of those who had not made a request said that they were content with their current work arrangements and 14 per cent said that they were happy with their current work-life balance. However, in other cases something in the nature of their job or their employer had prevented the individual from making a request. For example, ten per cent thought that it would not suit their job or the job does not allow it.

Employee attitudes to work-life balance

Reasons for current working arrangements

Employees who worked one or more of the flexible working arrangements discussed above were asked to give the main reason they worked their current working arrangements. Just over one in five (21 per cent) said working the way they did made their life easier or more efficient (18 per cent in WLB2); 19 per cent said their reason was to do with the nature of their jobs or type of work (11 per cent in WLB2); 18 per cent gave childcare needs as the main reason (17 per cent in WLB2); 15 per cent said they had more free time; 14 per cent said they could spend more time with their family; and 11 per cent mentioned demands of their job as their main reason (15 per cent in WLB2).

Employees who had these arrangements available to them but who had not worked in any of these flexible ways were asked why. Almost two-fifths of these employees (38 per cent) said they had not made a request because they were happy with their current work arrangements (compared with 34 per cent in WLB2). Just over one-fifth (21 per cent) said that their job or employer would not allow it (down from 33 per cent in WLB2), and 10 per cent mentioned financial reasons (13 per cent in WLB2).

Consequences of flexible working for the individual

Employees who said they had taken up one or more of the flexible working arrangements in the last 12 months were asked to state what had been the positive and negative consequences of them being able to work in these ways.

In total, almost nine in ten employees (89 per cent) working flexibly believed there were positive consequences of working this way, while just 6 per cent said there were none. Amongst the most frequently cited positive consequences of taking up flexible working were having free time in general (34 per cent) and having more time to spend with family (33 per cent).

The majority (52 per cent) of employees who had worked flexibly cited no negative consequences. However, 44 per cent said that there were negative consequences. For example, 19 per cent said that they would receive less pay.

Consequences for employees of colleagues' working flexibly

Employees whose colleagues had worked one or more of the flexible arrangements were asked what the positive and negative consequences had been to them of their colleagues' arrangements.

In total, almost two-thirds (54 per cent) of employees whose colleagues had worked flexibly cited one or more positive consequences, while only fifteen per

cent said that there had been none. Ten per cent said their colleagues working flexibly did not affect them; and 21 per cent said they did not know.

Less than two-fifths (38 per cent) said there were negative consequences from colleagues working flexibly. Forty-one per cent of those whose colleagues had worked one or more arrangement said that there had been no negative consequences for them of their colleagues working flexibly; and 21 per cent said they did not know. Six per cent said that they had to cover colleagues work and six per cent said that colleagues were not available.

The role of employers in providing flexibility

Employees were asked what the one main arrangement, if any, would be that employers could provide to support working parents. Responses were grouped into four categories. One-third (32 per cent) of employees whose responses fell into one of these categories said that they did not know; 23 per cent cited flexibility in working arrangements; 18 per cent cited help with childcare; and nine per cent said that there was nothing their employer could do. Employees were also asked whether their employer had ever consulted employees or their representatives about adjusting working arrangements so they could strike a better work-life balance. Forty-nine per cent of all employees said yes (47 per cent in WLB2); 41 per cent said no; and nine per cent said that they did not know.

Attitudes to work-life balance

All employees were asked how far they agreed or disagreed with 12 attitude statements on work-life balance. The highest levels of agreement (in terms of employees who said they strongly agreed or agreed) were with the statements: 'people work best when they can balance their work and other aspects of their lives' (94 per cent, compared to 95 per cent in WLB2), 'employers should give all employees the same priority when considering requests to work flexibly' (90 per cent), and 'having more choice in working arrangements improves workplace morale' (89 per cent). The highest levels of disagreement were for 'people who work flexibly need closer supervision' (56 per cent disagreed) and 'people who work flexibly create more work for others' (47 per cent disagreed).

Employee satisfaction

Respondents were asked to indicate how satisfied they were with the following aspects of their work: the work itself, the hours they work, their job security, and the amount of pay they received. Being satisfied with one aspect of work meant that respondents were more likely to be satisfied with the other aspects of work.

On the whole, employees were happy with their working arrangements and with other aspects of their work, although satisfaction with pay was lower. In WLB3, 87 per cent of all employees said they were either satisfied or very satisfied with their current working arrangements, up from 81 per cent in WLB2.

Women were more likely than men to say that they were very satisfied with their current working arrangements: 34 per cent of women compared to 23 per cent of men. Likewise, flexible workers (33 per cent) were significantly more likely than non-flexible workers (22 per cent) to be very satisfied with their current working arrangements.

Time-off in an emergency

Thirty-eight per cent of all employees had experienced an emergency that they had to deal with at short notice involving a dependant during the working week (this was exactly the same in WLB2). Thirty-four per cent of all employees had taken time off to deal with such an emergency. Employees who had taken time off had taken an average (mean) of 5.07 days, whilst the median number of days taken was 2.13. Parents with dependant children (56 per cent) and carers (54 per cent) were more likely to have experienced an emergency than other employees.

Over half (52 per cent) of those who had taken time off said that they had taken it as fully paid leave. Almost one-quarter (23 per cent) took it as holiday or sick leave. Employees who had experienced an emergency but had not taken time off were asked why that was. Almost two-thirds of this small number of employees (76 in all) said that there had been no need for them to take time off. Seventy-one per cent of all employees said that their employer would almost always agree to them taking time off at short notice to care for a dependant.

Employees with caring responsibilities for adults

Employees were asked whether they had caring responsibilities. Nine per cent did have such responsibilities. Women employees were almost twice as likely to be carers as men (12 per cent compared to seven per cent). Older employees and public sector employees were also more likely to have caring responsibilities.

Four per cent of employees said they cared for someone in their household and four per cent cared for someone in another household only. In terms of the nature of their caring responsibilities, seven per cent of all employees cared for one adult only, with a further one per cent caring for two adults.

Over half of carers (55 per cent) who cared for adults in their own or other households looked after a parent; 19 per cent looked after a spouse or partner; the remainder looking after other relatives or friends. Twenty-three per cent of all carers spent one to five hours per week caring, whilst 16 per cent spent six to ten hours, 14 per cent spent 11 to 20 hours and 20 per cent spent more than 20 hours per week caring.

More than two-fifths of employees (42 per cent) said that they were aware the Government intended to extend the right to request flexible working to carers of adults.

About this survey

This research was carried out as part of the Department of Trade and Industry's (DTI's) employment relations research programme. The report presents findings from the Third Work-Life Balance Employee Survey, conducted in early 2006 amongst employees of working age living in Great Britain working in organisations with five or more employees at the time of the survey. The research was undertaken by the Institute for Employment Studies (IES), in partnership with ICM Research. Using computer-assisted telephone interviewing (CATI), 2,081 telephone interviews were conducted in February and March 2006.

A separate technical report (ICM 2007) will be published shortly (URN 07/716), and the dataset lodged with the UK Data Archive at the University of Sussex: <http://www.data-archive.ac.uk/>

Some comparisons are made in this report between findings from this survey and the previous two Work-Life Balance Studies. However, these should be treated with caution due to changes in methodology and question wording.

DTI published the employee survey from the Second Work-Life Balance Study (WLB2), conducted by MORI in early 2003, as Employment Relations Research Series No 27. There were two volumes: a main report (URN 04/740) and appendices (URN 04/740a).

SECTION 1

Introduction, methodology and reporting conventions

The first Work-Life Balance survey was conducted in 2000 to assess the extent to which employers operated work-life balance practices, to see whether employees felt that existing practices met their needs, and to provide a baseline against which future surveys could be compared. Major changes were made in the survey's methodology between the first baseline study conducted by IFF in 2000 (Hogarth et al., 2001), and the second survey of employees conducted in 2003 by MORI (Stevens et al., 2004). In the first survey, quotas were set during the fieldwork stage, whereas in the second survey, quotas were set before the fieldwork period.

The Institute for Employment Studies (IES), in partnership with ICM, were commissioned by the Department of Trade and Industry (DTI) to undertake the Third Work-Life Balance Employee Survey in 2006 (referred to in this report as WLB3). The report presents the findings of this third survey.

1.1 Background to the study

Reconciling work and family life has been an issue of growing importance over the past decade, and the phrase 'family-friendly employment' has become commonly understood. Many aspects of this relationship were seen as a matter for private negotiation between employees and their employers. The right of most women to take time off around childbirth is one exception to this. However, the current government has played a greater role than its predecessor in promoting employment practices which support working parents' lives.

The last eight years have seen a range of policy initiatives promoting 'family-friendly' and more general work-life balance employment practices. Some of these impose statutory obligations on employers while others are aiming at persuasion through positive examples of their benefits.

Factors prompting government policy in this area include:

- the increasing participation of women in paid employment, in particular, women with children
- government recognition that the opportunity to work is one of the main ways in which poor parents can escape poverty, linked to the aim to eradicate child poverty by 2020
- recognition that the need for choice in working hours and flexibility goes beyond those with caring responsibilities

- recognition of the business benefits and enhanced competitiveness created by the ability to recruit from a wider pool of talent, better retention rates and an increase in workforce morale
- government responding to the appetite for greater choice in the way individuals and working parents wish to balance their home and work responsibilities
- European Commission Directives and the requirement for the provision of certain minimum standards and entitlements across Europe.

The following are the major statutory provisions in the area of work-life balance:

- **Maternity rights.** The right to maternity leave is long established, although there have been improvements to this. The Employment Rights Act 1996, as amended by the Employment Relations Act 1999 and the Employment Act 2002, contains the framework for enhanced maternity leave and pay. All pregnant employees are entitled to at least 26 weeks ordinary maternity leave. This applies regardless of length of service. Employees who have completed 26 weeks continuous employment by the beginning of the 14th week before the expected week of childbirth are entitled to 26 weeks additional maternity leave since 6 April 2003. Additional maternity leave begins at the end of ordinary maternity leave. The qualifying period for Additional Maternity Leave has been reduced from two years to one since 15 December 1999. Since 6 April 2003, pregnant employees who meet qualifying conditions based on their length of service and average earnings are entitled to receive from their employers up to 26 weeks Statutory Maternity Pay (SMP).
- **Paternity leave.** The Employment Act 2002 sets out the basic rights to paternity leave and pay. The right to paternity leave and Statutory Paternity Pay (SPP) allow an eligible employee to take paid leave to care for his baby or to support the mother following birth. Since 6 April 2003, he can take either one week or two weeks consecutive paternity leave, and during this time most employees (those who are 'employed earners' and earning at least the 'lower earnings limit') will be entitled to SSP.
- **Adoptive leave.** The Employment Act 2002 sets out the basic rights to adoption leave and pay. From 6 April 2003, the rights to adoption leave and Statutory Adoption Pay (SAP) allow an eligible employee who is adopting a child to take time off when a child is placed with them for adoption. An eligible employee is entitled to 26 weeks ordinary adoption leave and a further 26 weeks additional adoption leave, running from the end of the ordinary adoption leave. During the ordinary adoption leave, the employee may also be entitled to Statutory Adoption Pay (SAP) (if they are 'employed earners' and earning at least the 'lower earnings limit').
- **Parents' right to request flexible working.** The Employment Act 2002 sets out the right of employees to request flexible working. Since 6 April 2003, employees have the right to apply to work flexibly, and their employers have a statutory duty to consider these requests seriously in accordance with the set procedure, and refused only where there is a clear business ground for doing so. Where an application is refused, employees have the right to have a written explanation explaining why and to appeal against the employer's decision to refuse an application. Employees are eligible if they have a child under six, or a disabled child under 18.

- **Time off for dependants in an emergency.** The right to time off for dependants is contained in section 57A of the Employment Rights Act 1996, as amended by the Employment Relations Act 1999. The section came into effect on 15 December 1999. The right to time off is available to all those who have a contract of employment with an employer (whether in writing or not), whether they work full-time or part-time. The right does not include an entitlement to pay.
- **Parental leave entitlements.** The right to parental leave was first introduced on 15 December 1999 under the Maternity and Parental Leave Regulations 1999. These Regulations were made under the Employment Rights Act 1996, as amended by the Employment Relations Act 1999. From 10 January 2002, changes to parental leave came into force under the Maternity and Parental Leave (Amendment) Regulations 2001. These changes extended parental leave to parents of children who were under five years old on 15 December 1999, and parents of disabled children under 18. Parents of children who were born or placed for adoption between 15 December 1994 and 14 December 1999 are entitled to parental leave, providing they have the necessary qualifying service.

The Government plans further extensions to a number of these provisions. These include:

- extending maternity and adoption pay from six to nine months from April 2007, towards the goal of a year's paid leave by the end of the Parliament
- extending the right to request flexible working to carers of adults from April 2007, and
- taking powers to allow fathers to take up to six months paid additional paternity leave during the child's first year, if the mother returns to work.

However, as suggested above, the actions taken by the Government to encourage employer change in this area are not limited to legislation. Elements of its approach to encouraging innovation around work-life balance (WLB) include the Work-Life Balance campaign, launched in early 2000 by the (then) Department for Education and Employment. This aimed to promote changes in working practices through example and exhortation:

'... everyone has a life outside of work. We may have children or other caring responsibilities, or want time to pursue other interests. Finding ways to link individual employees' needs to business makes sense to both.'

'Work-life balance is about identifying a more imaginative approach to working practices, which will benefit the business and benefit the workforce.'

(DfEE 2000)

One aspect of the campaign was the establishment of an employer-led alliance, 'Employers for work-life balance', which helped to develop a checklist for employers who are committed to work-life balance. In the document that published this checklist, the Government also announced the launch of the WLB Challenge Fund, which was established in June 2000 and offered employers the opportunity to apply for funds to support work-life balance projects. A further aspect of the Government's approach has been the provision of a range of guidance to employers and employees.

The focus of government initiatives has largely been on helping those with children combine work and non-work responsibilities; however, its approach of using good practice to encourage change in practice has also been used in the broader areas of working hours via the actions of the Long Working Hours Partnership project, a joint programme with the CBI (Confederation of British Industry) and TUC (Trades Union Congress).

Take-up of flexible working provisions

In the second Flexible Working Employee Survey, conducted in January 2005 and commissioned by the DTI, around one-fifth of women and one in ten men reported making a request for flexible working, with requests highest amongst those with dependant children. However, it was still the case that the large majority of people with a young family had not requested flexible working arrangements. The survey suggested the main reason why requests had not been made was contentment with existing working arrangements.

Research conducted by IES (Kodz et al., 2002) prior to the implementation of the right to request flexible working, nonetheless, indicates some of the other reasons why employees may not wish to change their working arrangements. Despite the efforts their employers had made, the study found a number of factors that put off individuals from taking up flexibilities which might improve their work-life balance. These included:

- perceived impact on career prospects
- incompatible organisational cultures, such as unsupportive attitudes and behaviours of senior managers, line managers and colleagues
- heavy workloads making it difficult to see how an alternative way of working would work
- individuals often lacked knowledge of what was available and feasible, especially when the employer relied on the creativity of the individual to identify solutions for themselves
- the infrastructure and technology was often not in place which would support the uptake of such initiatives as working from home
- the impact on earnings of some flexible working arrangements.

1.2 Aims and objectives

The main objectives of this study were to:

- establish the extent to which employees perceive the provision of work-life balance practices as **inclusive**
- ascertain the **demand** for work-life balance practices
- assess **take-up** of work-life balance practices including reasons for non-take-up (eg impact on job security and promotion)
- ascertain employees' views on the **detrimental** effects of flexible working
- establish the extent to which work-life balance practices meet their **needs**, including their views on the **feasibility** of their employer extending these arrangements
- establish how, and to what extent, employees are informed of, and are involved in, the development and implementation of the various work-life

balance arrangements, including whether there are procedures in place for taking their views into account

- ascertain employees' views on the **impact** of work-life balance practices, including the impact on employee commitment, and the employment relations' climate.

1.3 Methodology

Key elements of the methodology for this survey are set out in brief here, while the detailed methodology used to conduct this survey is set out in the Technical Report, produced by ICM that is published alongside this report (ICM 2007).

This report presents findings from the Third Work-Life Balance Employee Survey, a survey conducted in February and March 2006 of adults of working age (16 to 64 for men and 16 to 59 for women) living in Great Britain, working as employees in organisations employing five or more employees at the time of the survey. In order to reach this specific population, and to ensure that each household in Britain was eligible to take part in the survey, Random Digit Dialling (RDD) was used. Telephone interviews were conducted using Computer-assisted telephone interviewing (CATI). The final number of interviews completed was 2,081.

Questionnaire design

The starting point for development of the questionnaire was a modified version of that used in the 2003 research conducted by MORI. The IES team, in consultation with the DTI and ICM, re-worked the questionnaire to address the specific objectives of the 2006 survey. The questionnaire was structured into four main substantive sections:

- Hours of work (including questions on contracted hours and hours usually worked).
- Work-Life Balance Practices and Policies (including questions on requests to change the way employees regularly worked, whether they worked flexibly or would like to, and the consequences of flexible working).
- Holidays, time off in an emergency and parental leave (including questions about taking time off in an emergency, taking parental leave and paid holiday entitlement).
- Carers (collecting information about the caring responsibilities of employees).

In the section on hours of work, employees were asked about their contracted hours, the hours they usually worked, whether they worked paid or unpaid overtime, and if so the amount they worked and the reasons for working overtime, whether they had at least two days off a fortnight, and whether they would prefer to work fewer hours. This section also collected information on how long they had worked for their employer, whether they had a written contract, and whether their job was permanent or temporary.

The section of the survey on Work-Life Balance Policies and Practices asked employees about their satisfaction with their current working arrangements, and went on to ask what changes if any they had requested to their normal working arrangement, how they made the request, who dealt with it, whether it was agreed to and whether they had appealed the decision. It then went on to

ask what working arrangements were available at their place of work and whether they worked any of these arrangements and the positive and negative consequences of their working arrangements. This section also asked about the working arrangements of their colleagues, and the consequences for the employee of these. Employees were asked why they used particular working arrangements, or why they did not make use of them, whether they would like any of these arrangements and whether their job could be done by someone working any of these arrangements. The section finished by examining whether employees felt that employers treated everyone the same when responding to requests to work flexibly, whether they did enough to promote work-life balance for their employees, and how important the availability of flexible working was to employees.

The next section of the survey asked employees about holidays, time off in an emergency and parental leave. It included questions on whether employees had experienced an emergency they had to deal with at short notice involving a dependant, whether they had taken time off for it, how much time they had taken, how they had taken the leave (for example, as paid or unpaid leave) and the reasons for not taking this type of leave. They were also asked if they thought employers would agree to a variety of requests to take time off at short notice. Employees were then asked whether they had taken parental leave, and if so, what it was for, as well as questions about their paid holiday entitlement and the holiday they had taken in their last leave year.

Finally, employees were asked about their caring responsibilities. This section included questions on whether the employee cared for an adult and if that adult lived with them, how many people they cared for, who they cared for and how many hours they spent caring in a typical week. They were also asked if they were aware that the Government wants to extend the right to flexible working to carers of adults.

The final questionnaire is shown in full in the Technical Report (ICM 2007).

Sampling

The sampling strategy used for this survey is set out in more detail in ICM 2007. As discussed by that report, the sample needed to be representative of people of working age who were current employees in organisations employing five or more people and who were living in private households in Great Britain. In order to reach this specific population, and to ensure that each household in Britain was eligible to take part in the survey, Random Digit Dialling (RDD) was used. This ensured that all domestic telephone numbers were available to be selected, including households that had signed up to the Telephone Preference Service (TPS).

Previous Work-Life Balance Employee Surveys under-represented those aged under 24 years old and those in private-sector organisations. In this third survey, interlocking quotas were, therefore, applied (based on weights from the Summer 2005 Labour Force Survey) for gender, age and whether an employee was employed in the public or private sector. A screening section at the beginning of the survey was used to select the youngest member of the household that met the screening criteria.

Cognitive testing and piloting

The piloting strategy used for this survey is discussed in detail in ICM 2007. Two stages of pilot work were carried out before the main fieldwork stage:

- a small-scale cognitive testing stage carried out by IES
- a pilot stage carried out by ICM interviewers, alongside researchers from IES and the DTI.

Cognitive testing

Cognitive testing seeks to understand the thought processes that an employee uses in trying to answer a survey question. The aim is to see whether the employee understands both the question as a whole and any key specific words and phrases it might contain, what sort of information the employee needs to retrieve in order to answer the question, and what decision processes the employee uses in coming to an answer.

Twelve Cognitive interviews were carried out face to face on 19 and 20 January 2006. Interviewees were recruited for IES by fieldwork company Indefield, and interviews were conducted in IES's offices. Recruits were given an incentive of £35 of high street gift vouchers to participate. The researcher probed the employee about what they understood about specific aspects of a selection of questions taken from the survey and how they had composed their answers. While each researcher had a standard list of probes that were developed before interviews were conducted, they also asked specific questions based on issues raised in each particular interview.

The sample for the interviews that was drawn, reflect a mix of interviewees with different socio-demographic characteristics, so that interviews included a mix of employees in terms of variables such as sex, age, occupational groups and full- and part-time workers. Further information on the sample for cognitive testing, the questions that were cognitively tested, and the findings and recommendations for each question based on the outcome of the testing can be found in the Technical Report (ICM 2007).

Piloting

After changes had been made to the questionnaire based on findings from the cognitive testing, a pilot survey was conducted (for more detail see ICM 2007). The CATI script was tested by ICM, IES and the DTI before using the questionnaire live in the telephone centre, and interviewers were briefed by ICM's telephone centre supervisors before interviews began. The questionnaire was tested in CATI form, to ensure employees were routed to the relevant questions and sections later in the survey. Interviews that took place in the pilot were observed by members of the IES and DTI research teams. This allowed the identification of areas of doubt, misunderstanding or incomprehension on the part of the employee, and also allowed assessment of the length of the interview. A total of 27 interviews were achieved at this pilot stage, with no quotas set. The profile of pilot employees is outlined by ICM (2007).

After the pilot had taken place, a de-brief was held with interviewers, their supervisor and members of the research team. Amendments were then made to the questionnaire for clarity, to enable some new questions to be added, and to remove others to ensure a shorter interview length. These amendments are outlined by ICM (2007).

Response rates

The response rate achieved in this survey was 32 per cent.

The piloting of the questionnaire (see above) did not suggest that there would be problems achieving contact or co-operation in the main stage fieldwork, although it is important to note that quotas were not applied during the pilot. To maximise response in the main stage fieldwork, employees were called back ten times before a number was replaced. Interviewers at ICM follow strict quality procedures designed to maximise response, and monitoring data from ICM suggests that interviewers on this survey were following these quality procedures.

Typically, employees agree to take part and then, for a range of different reasons, decide not to complete the survey. In this survey, a total number of 315 employees began but did not complete the survey. ICM (2007) details the point in the survey at which these 'quits' occurred and details groups who were more likely to start and not complete an interview. It also shows that the type of telephone number (for example, whether it was a Telephone Preference Service number) did not affect the level of quits in the survey. Data from ICM's CATI system suggests that it may have been possible to avoid some of these quits if some of the screening questions, particularly those asking employees to detail the number and ages of their children and their ages, had been moved to a later stage of the survey. However, as subsequent questions (and survey routing) were dependant on how employees answered these questions this would have been difficult. Furthermore, changing the ordering of questions in a survey once the fieldwork has begun is not considered good practice. That said, this data suggests that the nature of these questions – asking parents to state the ages of all of their children – should be reviewed for the next WLB survey.

ICM, along with other telephone interviewing organisations, is experiencing falling response rates to telephone surveys. While the employee rate for this survey was low compared to government sponsored in-home face to face surveys, it compares favourably when compared with other national telephone omnibus and political surveys. It should also be noted that the response rate for this survey was higher than for WLB2 which was calculated as 29 per cent.

Low response rate is mainly a problem, and non-response bias only exists, if the findings derived from a particular sample would be significantly different had non-employees answers been included. Analysis was done to compare characteristics of employees in the Labour Force Survey with characteristics of employees in this Third Work-Life Balance Employee Survey to see whether employees were similar. This analysis showed that in terms of work status (full-time or part-time), region, major occupational group and whether employees had managerial duties, employees from this survey were very similar to employees from the Labour Force Survey (LFS) (within one or two per cent in most cases). This meant that the data only needed to be weighted by Standard Industrial Classification (SIC) (see below).

This analysis would suggest, overall, that the response rates of this survey did not have too great an impact on the representativeness of the employees as reflected in demographic characteristics. Given that demographic differences are often linked to differences in question responses, ensuring that the sample reflected the characteristics of the general population surveyed will have gone some way towards to reducing non-response bias. What is less clear is the extent of any bias in our findings which may have emerged from other

differences between employees and non-employees which are not accounted for by these demographic characteristics.

Weighting

In order to increase the representativeness of the sample, non-response weights were applied. After a comparison of Labour Force Survey (LFS) data with the survey data, and the consideration of key demographics, it was decided to weight only by SIC. This was where the main discrepancies between this survey and the LFS were most apparent, with the other categories falling largely in line with LFS estimates.

1.4 Comparisons with other surveys

The Government has used a range of research projects to assess the impact of its work-life balance policies. These include two employer and employee surveys on WLB and two surveys focussing specifically on flexible working.

The first Work-Life Balance Baseline Study was conducted in 2000 by IFF on behalf of the Department of Education and Employment (Hogarth, et al, 2001).. The study's aim was to assess the extent to which employers operated work-life balance practices and whether employees felt existing practices met their needs. The second Work-Life Balance Employee Survey was conducted in 2003 by MORI on behalf of the Department of Trade and Industry (Stevens, et al, 2004). The aim of the second survey was to monitor change since the baseline study, and to establish robust baseline data for further evaluations in terms of the provisions brought in under the Employment Act 2002. Fieldwork for the second work-life balance survey was conducted prior to the introduction of the right to request flexible working.

The first Flexible Working Employee Survey was carried out between September 2003 and February 2004, between six and 11 months after the right to request flexible working was introduced in April 2003 (Palmer, 2004). The second Flexible Working Employee Survey was conducted in January 2005 (Holt and Grainger, 2005). It aimed to monitor changes in the awareness and take-up of the right to request flexible working since the first flexible working employee survey, and to assess the impact of the legislation introduced in April 2003 on different cross sections of the population.

Appendix 4 shows where comparisons are made in this report between WLB3 and the relevant questions in the other surveys: the first Work-Life Balance Study (WLB1) the second Work-Life Balance Employee Survey (WLB2) and the second Flexible Working Employee Survey (FWES2). In general, comparisons have only been made where the questions are identical or virtually identical. In some cases it may be appropriate to draw comparisons to questions where the coverage is the same but the wording differs. However, these are the exception, and when such comparisons are made the differences in wording and the impact on reliability of the comparisons are emphasised in the text.

1.5 Presentation of the findings

For the most part, the results presented in the report will be based on simple bivariate cross-tabulations of survey variables (although some multiple regression analysis and factor analysis is also presented in Chapters 4 and 5, and in more detail in Appendix 3). Key relationships between the relevant

variables are presented in the tables in the report. Respondents are referred to as employees throughout the report.

Statistical significance

Relationships are only reported in the text of the report if they are statistically significant and if the relationship is thought to be relevant/ interesting to the topic being discussed (not all relationships that are statistically significant will be discussed in the text due to the need for a readable and fairly concise report). Relationships that are not significant will not be discussed in the text.¹ Significance is measured at a cut-off of 95 per cent significance in a two-sided test. However, if the minimum expected frequency is less than one, or the number of cells with an expected frequency of less than five applies to more than 20 per cent of the cells, the sample size is too small for the test to be reliable, and the result is not reported as significant, regardless of the Chi-Square statistic. Pearson's Chi-Square has been used to test significance on cross-tabulations, and One-Way ANOVA has been used to test significance on mean scores.

Treatment of 'Don't knows' and 'Other' responses

Where any of the weighted cell counts are fewer than five, the cell is marked with an asterisk, while where there are no employees in a cell, the cell is marked with a dash. The 'don't know' and 'other' responses are included within the unweighted bases of tables and charts, and are included as bars in the charts, or as columns in the tables, throughout the report unless they were one per cent or less. Notes in the tables explain what is included in the bases.

The exception to this is where responses are recoded to enable meaningful comparisons between sub-groups (please see Appendix Two on recodes). In these cases, the 'don't know' responses are included in the tables as columns **only** when they are of relevance to the question or are a very large group. The 'other' responses, however, are always excluded from recoding as they refer to unspecified response categories. These changes mean that bases in the tables of the recoded questions are different from the bases in the corresponding charts. This is set out in a note in the relevant tables in Appendix Five.

1.6 Structure of the report

The findings from the survey are presented in the following chapters.

Chapter 2 presents the findings from the section of the survey on hours at work, discussing contracted hours, hours usually worked and paid holiday entitlement.

Chapter 3 discusses some of the findings from the section of the survey on Work-Life Balance Practices and Policies, examining:

- availability of flexible working arrangements
- take-up of flexible working arrangements
- the potential for extending flexible working provisions

¹ Except in a few cases where the relationship is thought to be relevant/interesting to the topic being discussed. Where this is the case, it will be made clear that the relationship is not significant.

- differences between the demand and supply of flexible working arrangements
- awareness of the right to request flexible working
- requests to change working arrangements.

Chapter 4 presents findings on Employee Attitudes to Work-Life Balance (also taken from the section of the survey on Work-Life Balance Practices and Policies), exploring:

- reasons for current working arrangement
- reasons for not making use of flexible working arrangements
- consequences of flexible working for the individual
- consequences of colleagues' flexible working arrangements for employees
- importance of flexibility to job choice
- importance of flexibility now
- action to support working parents
- employers' role in improving work-life balance
- employees' perceptions of employers
- attitudes to work-life balance.

Chapter 5 examines employee satisfaction with different aspects of work, whilst Chapter 6 reviews some of the findings from the section of the survey on Time off in an Emergency and Parental Leave. Chapter 7 presents findings from the section of the survey on carers, discussing the caring responsibilities of employees.

Finally, the report contains:

- Appendix 1, which is a description of the sample.
- Appendix 2, which describes the re-coding that was done in the analysis.
- Appendix 3, which presents the factor analysis methodology and results.
- Appendix 4, which compares WLB3 survey questions with other surveys.
- Appendix 5, which presents tables referred to within the main body of the report.
- Bibliography, citing the sources referred to in this report.

1.7 Data availability

In the interests of openness and public accountability, the DTI will make the dataset and supporting technical information available through the UK Data Archive based at the University of Essex: <http://www.data-archive.ac.uk>

The DTI encourages secondary analysis of this dataset and those who conduct such analysis are also encouraged to inform the Department of findings or publications which result from such analysis by emailing emar@dti.gov.uk

SECTION 2

Contracted hours of work, overtime, paid holiday entitlement and take-up

This chapter examines the hours employees worked and the holidays they took. It starts by examining whether they had contracted hours, and what their contracted hours were, before detailing the actual hours employees worked, and the difference between their contractual and their actual working hours. It then moves on to examine whether employees worked paid or unpaid overtime, the hours of paid and unpaid overtime they worked, and their reasons for working overtime. The chapter then outlines employees' paid holiday entitlement. It examines whether they took their full entitlement, and if they did not, the reasons for this, and how employees were compensated for not taking their full entitlement. In the concluding section, findings from WLB3 are compared with those for comparable questions in WLB2.

Relationships are only reported in the text of this chapter if they are statistically significant (unless otherwise stated). Throughout this chapter, responses were examined by the standard set of personal or employment characteristics (the standard breaks²), as well as by Standard Occupational Classification (SOC) and Standard Industrial Classification (SIC).

2.1 Hours of work

In this survey, employees were asked a series of questions on their contracted hours of work and their actual working hours.

Contracted working hours

Employees were first asked:

'Do you have a set number of contracted hours of work, that is, the hours (excluding paid and unpaid overtime) written into your contract of employment?'

² Standard breaks were: age, sex, household income, hours worked (full-time or part-time), organisation type (public or private sector), parental status of employee (dependant child under six/dependant children aged six and over/no dependant children), flexible worker status of employee (part-time worker/other flexible worker/non-flexible worker), whether employee was a member of a Trade Union/staff association, whether the employee had managerial or supervisory duties, and number of employees at the employees' workplace.

Over eight in ten employees (83 per cent) said that they had contractual working hours. Fixed contracted hours were more common among women than men (86 per cent as compared to 81 per cent). There were no other significant differences between groups of employees. Employees who had a number of hours specified in their contract were then asked:

‘What are your contracted hours per week, excluding paid and unpaid overtime?’

A quarter (25 per cent) of employees with contracted hours had contractual working hours of 30 or fewer per week, with the majority (55 per cent) having a contract of between 36 and 40 hours. Table A5.1 (see Appendix 5) shows those employees with contracted hours who gave a number of contracted hours. There were significant differences between all the groups shown in the table. Most notably:

- Comparing responses for male and female employees shows that 44 per cent of women with contracted hours had contracted working hours of 30 or fewer, with 14 per cent contracted to work between 31 and 35 hours a week, and 39 per cent, 36 to 40 hours. Just three per cent of women with contracted hours had a contract for more than 40 hours. In contrast, just nine per cent of men with contracted hours had a contract for 30 hours or fewer and a further nine per cent for 31 to 35 hours. Meanwhile, seven in ten were contracted to work between 36 and 40 hours and 13 per cent for over 40 hours.
- Those with no dependant children were more likely than those with dependant children under six, or six and over, to have contracted hours of 36 to 40 per week (58 per cent compared to 49 per cent and 49 per cent). Thirty-six per cent of those with dependant children under six and 34 per cent of those with dependant children aged six and over had contractual hours of 30 or fewer per week, compared to 22 per cent of those with no dependant children.

Groups particularly likely to have over 40 contractual hours of work per week were:

- men (13 per cent)
- those aged 16 to 24 (11 per cent)
- non-flexible workers (12 per cent)
- those with managerial/supervisory duties (12 per cent)
- those with a household income of £25,000 to £39,999 per year (12 per cent)
- managers and professionals (11 per cent)
- those working in construction (16 per cent)
- those working in transport and communication (15 per cent).

Actual working hours

The survey went on to explore the actual hours worked by employees. They were asked:

‘In your current job, how many hours a week do you usually work in an average week, excluding meal breaks but including paid and unpaid overtime?’

Table A5.2 (see Appendix 5) shows that a quarter of all employees (26 per cent) said that on average they worked 30 hours a week or fewer, whilst eight per cent worked 31 to 35 hours per week, one-third (33 per cent) worked 36 to 40 hours per week, 18 per cent worked 40 to 48 hours per week, and 15 per cent regularly worked more than the Working Time Limit (WTR) limit of 48 hours per week. There were significant differences between all the groups shown in the table, except for parental status. Most notably, most women (53 per cent) said that they worked, on average, 35 hours a week or fewer, whilst the large majority of men (83 per cent) said that their average working hours were 36 or more. Twenty-two per cent of men worked an average in excess of 48 hours a week as compared to eight per cent of women.

The law on working hours states that the limit on the average number of hours employers can make employees work per week is 48 hours. An employee can legally opt-out of this maximum limit by signing a written document agreeing to work longer hours. Table A5.2 shows that those most likely to work over 48 hours per week were:

- men (22 per cent)
- flexible workers other than part-time workers (22 per cent)
- those with a household income of over £40,000 per year (28 per cent)
- those with dependant children under six (20 per cent)
- managers and professionals (25 per cent)
- those working in construction (31 per cent)
- those working in transport and communication (25 per cent).

Comparing actual and contractual hours

For each employee who had contracted hours, and who gave responses to questions on the number of contracted and actual working hours, actual and contracted hours were compared, to see whether employees were working more or less than their contracted hours. The results are shown in Table A5.3 (see Appendix 5) which shows that almost half of employees (47 per cent) with contractual hours were working their contracted hours. Seven per cent worked less than their contracted hours, whilst almost one-third (32 per cent) worked up to ten hours per week more than their contracted hours, and a further 13 per cent worked ten or more hours per week over their contracted hours. There were a number of significant differences between groups of employees:

- Women were more likely than men to be working their contracted hours (55 per cent compared to 41 per cent), and 17 per cent of men were working ten or more hours above their contracted working hours, compared to nine per cent of women.
- Private sector workers were more likely than those in the public sector to work less than their contracted hours (nine per cent compared to four per cent), and were less likely than public sector workers to be working more than their contracted hours.
- Those aged 55 or more were the age group most likely to be working their contractual hours, whilst those aged 16 to 24 were the age group most likely to be working less than their contractual hours.

- Part-time workers were more likely than full-time workers to be working their contracted hours (63 per cent compared to 43 per cent).
- 18 per cent of other flexible workers (who did not work part-time) worked ten or more hours in excess of their contracted hours, compared to eight per cent of part-time workers and 13 per cent of non-flexible workers.
- Those working in larger establishments (with 250 or more employees) were more likely than those working in smaller organisations to be working above their contracted hours: 54 per cent of those in large organisations were doing so.
- 61 per cent of managers worked above their contractual hours compared to 37 per cent of non-managers.
- 64 per cent of those with a household income of more than £40,000 per year were working more than their contracted hours, more than those with a household income of less.
- Managers and professionals were the occupational group most likely to be working above their contractual hours (60 per cent).
- 55 per cent of those working in banking, insurance and finance, 52 per cent of those working in manufacturing, and 52 per cent of those working in transport and communication were working above their contracted hours, more than those in other industries.

Overtime

The survey went on to ask employees about the overtime they worked and whether it was paid or unpaid:

‘Do you ever do any work that you regard as paid or unpaid overtime?’

‘Is this paid, unpaid or both?’

As shown in Table A5.4 (see Appendix 5), just over half (52 per cent) of all employees said that they did work overtime. Men (54 per cent) were more likely than women (48 per cent) to do so. Other groups particularly likely to say that they worked overtime were:

- those in the 35 to 44 age group (56 per cent)
- full-time workers (55 per cent) as compared to part-time workers (43 per cent)
- other flexible workers who did not work part-time (59 per cent)
- employees in workplaces of 250 or more employees (57 per cent)
- those with managerial or supervisory duties (64 per cent)
- those with a household income of more than £40,000 per year (64 per cent)
- those working in banking, insurance and finance (56 per cent) or in manufacturing (55 per cent)
- managers and professionals (62 per cent).

Employees who reported working overtime were also asked whether that overtime was ‘paid , unpaid or both’. Again, results are shown in Table A5.4. Of those working overtime, 40 per cent said that the overtime was all paid; 43 per cent that it was all unpaid, and 17 per cent that they worked both paid and

unpaid overtime. There were no significant differences between groups in terms of whether overtime was paid or unpaid.

Employees who said that they worked paid overtime were then asked:

‘How many hours PAID overtime do you usually work each week?’

Almost half (49 per cent) of employees who worked paid overtime (485 unweighted cases) worked up to four hours of paid overtime per week. A further 36 per cent worked five to ten hours of paid overtime, whilst 15 per cent worked more than ten hours per week paid overtime. The average (mean) number of hours per week of paid overtime worked was 6.38 hours, whilst the median number of hours was five hours per week. There were some significant differences between groups in terms of the hours of paid overtime worked:

- Men were more likely than women to work more than ten hours of paid overtime per week (20 per cent of men, compared to seven per cent of women). Men also had a significantly higher mean number of hours paid overtime per week than women: 7.13 compared to 5.16 hours.
- Those aged 35 to 44 were more likely than other age groups to work more than ten hours paid overtime per week (22 per cent).
- Non-flexible workers (19 per cent) were more likely than part-time workers (nine per cent) and other flexible workers (14 per cent) to work more than ten hours paid overtime per week. Non-flexible workers also had a significantly higher mean number of hours of paid overtime (7.33 hours) than part-time workers (5.07 hours), or other flexible workers (6.10 hours).
- Operatives and unskilled workers had a higher mean number of hours paid overtime worked (7.67 hours) than other occupational groups.
- Those working in construction, and transport and communication had the highest mean number of hours of paid overtime per week (9.5 and 8.93 hours respectively) compared to those working in other industries. Thirty-seven per cent of those working in construction and 30 per cent of those working in transport and communication worked more than ten hours unpaid overtime per week, higher than for those working in other industries.

Employees who said that they worked unpaid overtime were asked:

‘How many hours unpaid overtime or extra hours do you usually work each week?’

Forty-five per cent of employees who worked unpaid overtime (618 unweighted cases) worked up to four hours of unpaid overtime per week. A further 39 per cent worked between five and ten hours of unpaid overtime, whilst 17 per cent worked more than ten hours per week unpaid overtime. The average (mean) number of hours per week of unpaid overtime worked was 7.03 hours, whilst the median number of hours was five hours per week. There were some significant differences between groups in terms of the hours of unpaid overtime worked:

- 15 per cent of full-time workers worked more than ten hours per week of unpaid overtime, compared to five per cent of part-time workers. Full-time workers worked, on average, 6.71 hours of unpaid overtime each week, compared to 3.55 hours worked by part-timers.
- Other flexible workers (who did not work part-time) worked an average of 8.12 hours unpaid overtime per week, compared to 3.96 hours worked by

part-timers and 7.01 hours worked by non-flexible workers. Twenty-two per cent of other flexible workers worked more than ten hours per week overtime, compared to five per cent of part-timers and 15 per cent of non-flexible workers.

- 21 per cent of those with managerial duties worked more than ten hours per week unpaid overtime, compared to nine per cent of those without such duties. Managers had a significantly higher mean number of hours unpaid overtime (8.04) compared to non-managers (5.54).
- Managers and professionals were more likely to work more than ten hours per week unpaid overtime (22 per cent) than other occupational groups, and had a higher mean number of unpaid hours (7.51) than other occupational groups.
- A quarter of those with a household income of more than £40,000 per year worked more than ten hours per week unpaid overtime, higher than those with a lower household income, and this group had significantly higher average hours (8.30 hours) than those with a lower income.
- Those working in large organisations (employing 250+ staff) had a higher mean number of hours (8.07 hours) than those working in smaller organisations.

Employees who worked unpaid overtime were asked:

‘When you work unpaid overtime, are you given time off in lieu? This means where an employee takes time off to compensate for extra hours they have worked.’

The majority (56 per cent) of employees who worked unpaid overtime were, in addition, not given time off in lieu as a compensation for that overtime. Of the remainder, 18 per cent always received time off to make up for overtime worked and 26 per cent sometimes did so. There were no significant differences between groups in terms of whether employees got time off in lieu for the overtime they worked.

Reasons for working overtime

All employees who worked any overtime were asked:

‘What is the MAIN reason you work overtime?’

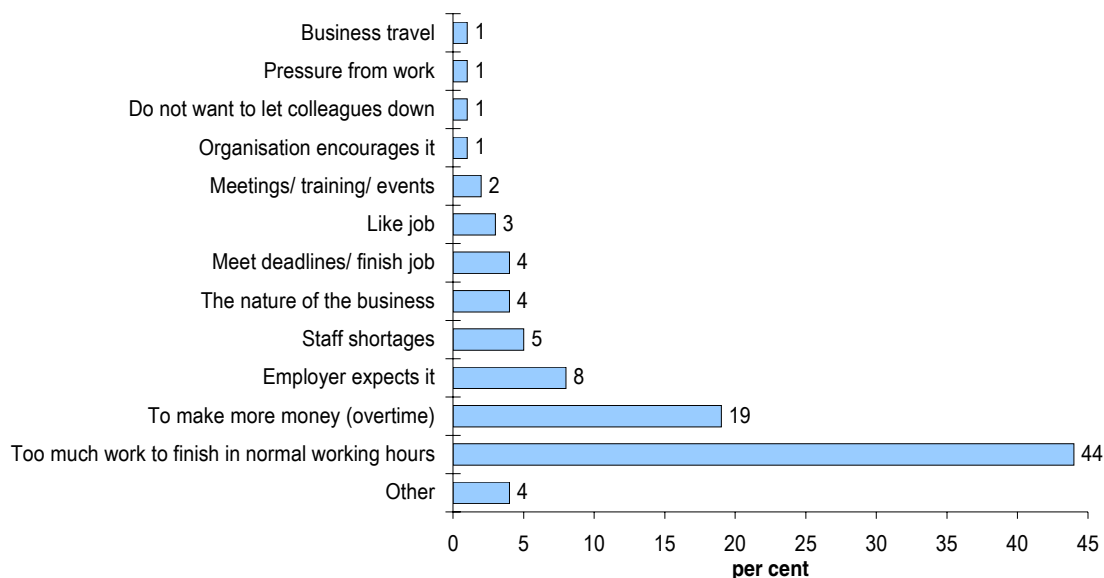
Replies were coded by the interviewer using pre-determined categories. Figure 2.1 summarises the results of this analysis.

As Figure 2.1 shows, the most common reasons for working overtime were:

- ‘I have too much work to finish in my normal working hours’ (44 per cent)
- ‘to make more money’ (19 per cent)
- ‘my employer expects it’ (eight per cent)
- ‘meet deadlines/finish the job’ (four per cent)
- ‘I like my job’ (three per cent).

These main reasons for working overtime were then grouped together into three categories for subsequent analysis. These categories were:

Figure 2.1: The main reason for working overtime, for those who worked overtime



Unweighted base = 1,081

Note: this was a multiple response question

Source: IES/ICM, 2006

- Workload demands (including the statements 'I have too much work to finish in my working hours', 'meet deadlines/finish the job', 'meetings/ training events', 'pressure from work', 'business travel', 'staff shortages').
- Organisational culture (including statements 'my employer expects it', 'the nature of the business', 'my organisation encourages it', 'my colleagues all work more hours').
- Personal choice (including statements 'to make more money', 'I like my job', 'I don't want to let people down').

Don't know responses were not included in recoding given their small numbers, whilst 'other' responses were not included in recoding as these employees did not specify a reason for working overtime.

Table A5.5 (see Appendix 5) gives the proportions for the recoded responses (please note that the base used in this table is different than the base used in Figure 2.1 because it excludes the 'don't know' and 'other' categories, as explained above). Table A5.5 shows that 61 per cent of employees whose responses fell into one of the recoded categories worked overtime due to workload demands, whilst a further 15 per cent did so due to their organisational culture, and a quarter did so through personal choice. There were a number of significant differences between groups:

- Men were more likely than women to work overtime through personal choice (28 per cent of men and 20 per cent of women).
- Those in the public sector (71 per cent) were more likely to cite workload demands than those in the private sector (57 per cent).
- Those working in small organisations with five to 24 employees were most likely to cite organisational culture (cited by 20 per cent), whilst those in organisations of 100 to 249 staff were most likely to cite personal choice (cited by 31 per cent).

- Other flexible workers were more likely to cite workload demands (65 per cent) than part-time workers (57 per cent), and non-flexible workers (59 per cent).
- Managers were more likely than non-managers to cite workload demands (65 per cent of managers compared to 57 per cent of non-managers).
- Those with a household income of under £15,000 were least likely compared to other income groups to cite workload demands (cited by 48 per cent), and most likely to cite personal choice (cited by 38 per cent of this group).
- Those working in transport and communication were more likely than those working in other industries to cite personal choice (40 per cent).
- Operatives and unskilled workers were more likely than other occupational groups to cite personal choice (47 per cent).

2.2 Annual leave

Level of annual leave

As well as paid holiday, employees in most jobs are legally entitled to have two days off within any 14-day period. Employees were asked:

‘Taking into account both weekends and weekdays, do you get at least two days off every fortnight?’

Ninety-four per cent of employees said that they did get at least two days off every fortnight. There were no significant differences between groups in terms of whether employees said they got their legal entitlement.

The survey also explored the annual leave entitlement of employees. Under the terms of the Working Time Regulations, workers are entitled to a minimum of 20 days holiday paid per year. Employers are able to include public holidays (a total of eight per year in England and Wales) when calculating this entitlement. Employees were asked:

‘How many days of paid holiday are you entitled to each year?’

Twelve per cent of all employees had a holiday entitlement of less than 20 days per year, over a quarter of all employees (27 per cent) had an entitlement of 20-24 days, 16 per cent of all employees had an entitlement of 25 days, 26 per cent had an entitlement of 26-30 days, and 19 per cent had an entitlement of more than 30 days. Employees who cited an entitlement of less than 20 days may have been responding with what they were entitled to in addition to public holidays, as the question did not outline whether public holidays should be included or excluded in their response.

Table A5.6 (see Appendix 5) shows only those employees who stated the number of days of paid holiday they had. Average (mean) holiday entitlements are not cited in the table, as some employees cited extremely high entitlements (in one case, 167 days), skewing the mean score. These included teachers and academics who defined their holiday entitlement to include all school or academic holidays. The median number of days entitlement for all employees was 37 and the mean was 33.55. There were significant differences within all groups of employees shown in Table A5.6. Those most likely to have a holiday entitlement of less than 20 days were:

- those aged 16 to 24 (20 per cent)

- part-time workers (29 per cent) compared to full-time workers
- part-time workers (30 per cent) compared to other flexible workers and non-flexible workers
- those with a household income of less than £15,000 a year (20 per cent)
- those working in distribution, retail, hotels and restaurants (21 per cent).

All employees were then asked:

‘In your last holiday leave year, did you take all the holiday you were entitled to?’

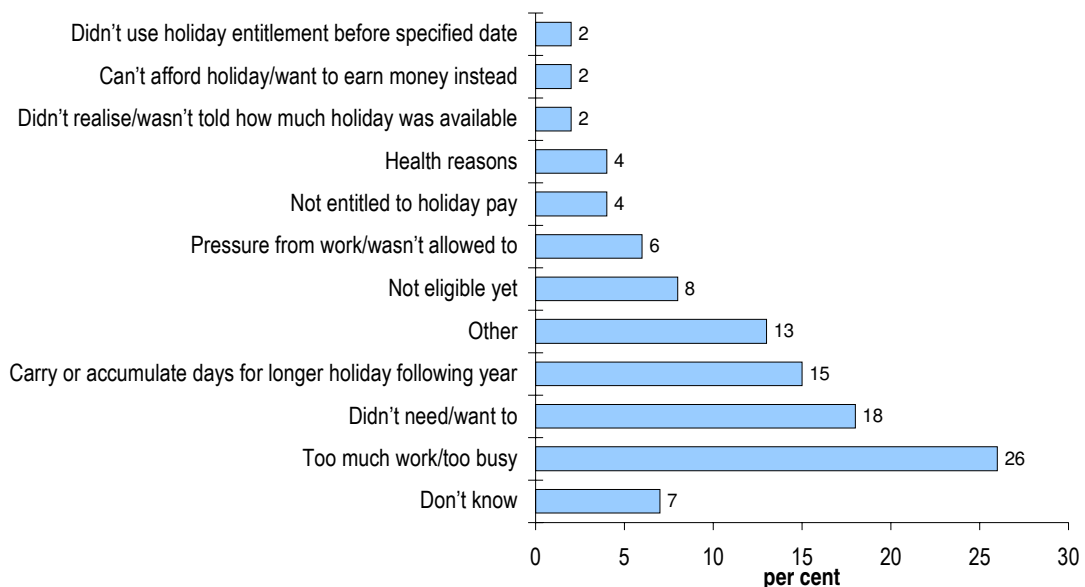
Seventy-four per cent of all employees said that they had taken all the holiday they were entitled to in their last holiday leave year. Those least likely to have taken all the leave they were entitled to in their previous leave year were:

- those aged 16 to 24 (65 per cent)
- those working for small employers with five to staff (70 per cent)
- those with managerial/supervisory duties (70 per cent)
- those with a household income of over £40,000 per year (68 per cent), and those with a household income under £15,000 per year (72 per cent)
- employees with no dependant children (72 per cent).

Untaken leave

Employees who had not taken all the leave they were entitled to in their previous leave year (546 weighted employees in all) were then asked why that was. Figure 2.2 shows the results of this question.

Figure 2.2: Why those employees who had not taken all the leave they were entitled to had not used all of their entitlement



Unweighted base = 580

Source: IES/ICM, 2006

Figure 2.2 shows that the most common reason given by employees who had not taken all the leave they were entitled to in their previous leave year was too much work/too busy (cited by 26 per cent of employees), whilst 18 per cent of

employees said that they did not need or want to take all their entitlement, and 15 per cent carried their days over into the following leave year. As this question was multiple response, it is not possible to test differences between groups in response to the question. Employees who had not taken all the leave they were entitled to in their previous leave year were then asked:

‘In your last holiday leave year, were you compensated for the leave that you did not take, by compensate I mean you were paid for untaken leave or allowed to carry it over?’

Fifty-nine per cent of these employees said that they had been compensated for the leave they did not take. Employees least likely to be compensated for the leave they did not take were:

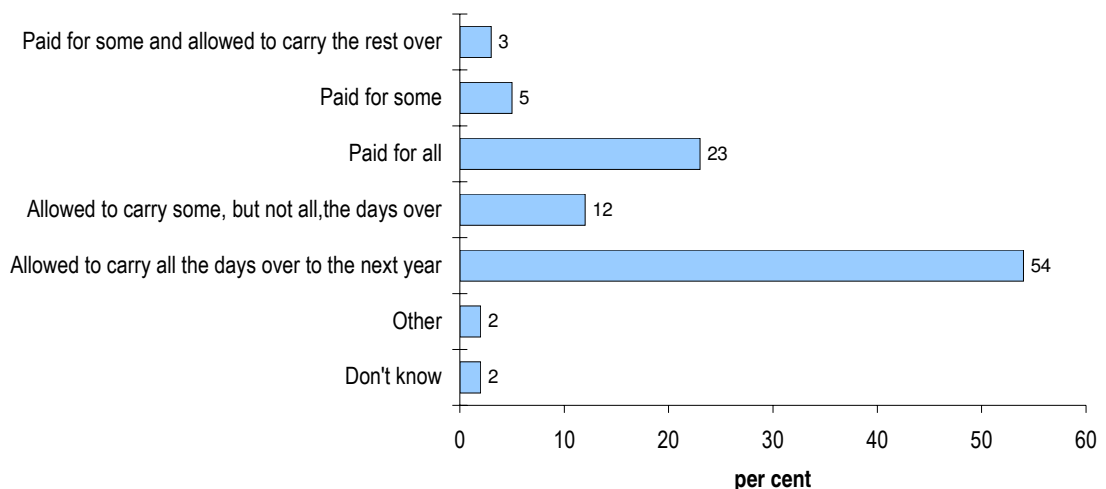
- employees aged 16 to 24 (48 per cent were compensated)
- part-time workers (54 per cent were compensated compared to 66 per cent of full-time workers)
- part-time workers (52 per cent) and non-flexible workers (55 per cent), compared to other flexible workers who did not work part-time (70 per cent)
- those without managerial/supervisory duties (54 per cent compared to 66 per cent of those with such duties)
- those with a household income of £15,000 to £24,999 (48 per cent) and under £15,000 (52 per cent)
- those working in other services (43 per cent) and distribution, retail, hotels and restaurants (52 per cent)
- operatives and unskilled workers (49 per cent).

Employees who had been compensated for the leave that they had not taken (324 weighted employees in all) were then asked:

‘How were you compensated for the leave you did not take? Were you....’

Figure 2.3 shows the results of this question.

Figure 2.3: How employees who were compensated for the leave they did not take, were compensated



Unweighted base = 331

Source: IES/ICM, 2006

Figure 2.3 shows that over half (54 per cent) of employees who had been compensated for the leave they had not taken were allowed to carry all the days over to the next leave year. A further 23 per cent were paid for all of the leave they had not taken, 12 per cent were allowed to carry some, but not all, of the days over, five per cent were paid for some of it, and three per cent were paid for some and allowed to carry the rest over.

There were no significant differences between groups in terms of how employees were compensated for the leave they did not take.

2.3 Employees' satisfaction with current working hours

All employees were asked:

'Thinking about the number of hours you work including regular overtime, would you prefer a job where you worked more hours a week, fewer hours per week or are you content with the number of hours you work at present?'

Those who said fewer hours per week were then asked:

'Would you still prefer to work fewer hours, if it meant earning less money as a result?'

Table A5.7 (see Appendix 5) shows the results of these questions. It shows that when asked whether they would prefer to work more hours, fewer hours or whether they were content, 69 per cent of all employees were content, 26 per cent said they would like to work fewer hours, and five per cent said they would like to work more hours. There were a number of significant differences between groups. In terms of wanting to work fewer hours:

- 21 per cent of women said they wanted to work fewer hours, compared to 31 per cent of men
- only 15 per cent of young employees (aged 16-24) and 22 per cent of older workers (aged 55+) said that they would want to fewer hours, significantly less than other age groups
- 31 per cent of full-time workers said that they wanted to work fewer hours, compared to just six per cent of part-time workers
- those working for small employers (5-24 staff) were least likely to say they would like to work fewer hours (20 per cent) compared to those in larger organisations
- those with managerial duties were more likely to say they would like to work fewer than those without such duties (34 per cent compared to 22 per cent)
- the higher the household income, the more likely employees were to say that they would like to work fewer hours.
- those working in distribution, retail, hotels and restaurants (20 per cent) and those in other services (21 per cent) were least likely to say they would like to work fewer hours
- managers and professionals were least likely to say that they would like to work fewer hours (34 per cent) compared to other occupational groups.

Table A5.7 also shows whether employees who said that they would like to work fewer hours (549 weighted employees) would still work fewer even if it meant less pay. Over a quarter (28 per cent) of employees who said they would

prefer to work fewer hours said that they would even if it meant less pay. However, 65 per cent said that they would not, and seven per cent said 'it depends'. Other flexible workers (who worked flexibly but not part-time) were most likely to say that they would not: 72 per cent said no, compared to 56 per cent of part-time workers and 62 per cent of non-flexible workers.

2.4 Overview and comparison over time

In this section, comparisons are made between WLB3 and relevant findings from WLB2, where question wording was similar enough for comparisons to be made.

Hours of work

It seems that there has been a notable increase in the proportion of employees having contracted hours of work since WLB2. In this survey, 83 per cent of all employees had a set number of contracted hours. This compares to 79 per cent of all employees in WLB2. In both surveys, women were more likely to have contracted hours than men. In WLB2, 81 per cent of women had contracted hours compared to 77 per cent of men. In WLB3, 86 per cent of women had contracted hours, compared to 81 per cent of men.

The average number of hours that employees were contracted to work seemed to have stayed very similar since WLB2 with 34 hours.

Table 2.1 compares the results from WLB2 and WLB3 on the number of contracted working hours worked by those employees who had contracted hours. It shows that responses were very similar in both surveys, with 55 per cent in both surveys having 36 to 40 contractual working hours.

Table 2.1: Number of contractual working hours worked by employees in WLB2 and WLB3

	WLB2 %	WLB3 %
30 and under	24	25
31-35	12	11
36-40	55	55
Over 40	8	8
Unweighted base	1,597	1,743

Source: Stevens et al., 2004 and IES/ICM, 2006

Furthermore, in both WLB2 and WLB3, the group of employees who were most likely to have over 40 contractual hours of work per week were male workers and employees with managerial duties.

Although the average number of actual hours (37 hours) that employees worked in a week stayed the same, it seems that the proportions of employees working overtime have declined since WLB2. Table 2.2 compares questions on the incidence of paid and unpaid overtime. As can be seen, fewer employees in WLB3 were working overtime than were employees in WLB2: almost half of all employees (49 per cent) in WLB3 did not work overtime, compared to one-third (33 per cent) in WLB2.

There were significant falls in the incidence of both paid and unpaid overtime compared with WLB2. Employees working paid overtime only fell from 29 per

cent in WLB2 to 21 per cent, while those working unpaid only fell from 29 per cent to 22 per cent.

Table 2.2: Incidence of paid and unpaid overtime in WLB2 and WLB3

	WLB2 %	WLB3 %
Paid overtime only	29	21
Unpaid overtime only	29	22
Both paid and unpaid	9	9
No overtime	33	49
Unweighted base	2,003	2,081

Source: Stevens et al., 2004 and IES/ICM, 2006

Table 2.3 examines those employees working paid and unpaid overtime in WLB2 and WLB3, comparing the number of hours of paid and unpaid overtime they worked. It shows that in terms of paid overtime, the same proportion of employees were working six or more hours of paid overtime (40 per cent in both WLB2 and WLB3). The proportions for unpaid overtime also remained very similar, with 39 per cent of those working unpaid overtime working six or more hours of unpaid overtime in WLB2, rising to 41 to per cent in WLB3.

Table 2.3: Hours of paid and unpaid overtime in WLB2 and WLB3

	Paid overtime		Unpaid overtime	
	WLB2 %	WLB3 %	WLB2 %	WLB3 %
15 or more hours	8	10	13	13
10-14	17	13	14	15
6-9	15	17	12	13
3-5	24	22	28	31
1-2	27	31	28	29
<1	5	0	3	0
Unweighted base	559	404	622	489

Source: Stevens et al., 2004 and IES/ICM, 2006

Employees who worked unpaid overtime were asked if they were given time off in lieu (TOIL) for this overtime. In WLB2, 19 per cent were always given TOIL; 24 per cent were sometimes given it; and 56 per cent were never given it. This compared to WLB3, where results remained almost unchanged: 18 per cent were always given TOIL; 26 per cent were sometimes given it, and 56 per cent were never given it.

Table 2.4 details the reasons for working overtime given by employees who worked overtime. It shows that in both surveys, the main reason for working overtime was 'too much work to finish in normal hours', followed by 'to make more money' and 'employer expects it'. However, a higher proportion of employees who worked overtime in WLB3 cited the former compared to WLB2, and slightly fewer cited 'to make more money' and 'employer expects it'.

Table 2.4: Reasons for working overtime given by employees who worked overtime in WLB2 and WLB3

	WLB2 %	WLB3 %
Business travel	N/A	1
Pressure from work	N/A	1
Do not want to let colleagues down	3	1
Organisation encourages it	2	1
Meetings/training/events	N/A	2
Like job	4	3
Meet deadlines/finish job	2	4
The nature of the business/job	3	4
Staff shortages	5	5
Employer expects it	11	8
To make more money	21	19
Too much work to finish in normal hours	42	44
Unweighted base	1,364	1,088

Source: Stevens et al., 2004 and IES/ICM, 2006

Annual leave

In WLB2 employees were asked 'Including Saturday and Sunday, do you get at least one day off every week', and 93 per cent of employees said yes. In WLB3, employees were asked a variation of this question: 'Taking into account both weekends and weekdays, do you get at least two days off every fortnight', and 94 per cent of employees said yes. In both surveys the vast majority of employees appeared to be getting their legal entitlement to two days off in a 14 day period.

When asked if they had taken all of their leave entitlement in the last working year, in WLB2, 71 per cent of employees said yes, compared to 74 per cent in WLB3. Employees who had not taken their full entitlement to annual leave were asked why that was, in both surveys. The response categories given were somewhat different, so comparisons are only made between those categories that remained largely the same. Table 2.5 details those categories where wording remained largely the same.

Table 2.5 shows that the proportion of employees saying that they were too busy to take their full entitlement had fallen from almost one in four (39 per cent) of those who had not taken their full entitlement in WLB2, to just over a quarter (26 per cent) in WLB3. The proportion saving up their holiday for the following leave year had also fallen from 18 per cent in WLB2 to 15 per cent in WLB3. The proportion saying that they did not want to take their full holiday entitlement had risen slightly from 16 per cent in WLB2 to 18 per cent in WLB3; whilst the proportion of employees who did not realise that they had entitlement left remained the same, at two per cent in both surveys.

Table 2.5: Reasons given for not taking their full holiday entitlement by employees' in WLB2 and WLB3 who had not taken their full holiday entitlement

WLB2 wording	WLB2 %	WLB3 wording	WLB3 %
Too busy to take time off	39	Too much work/too busy	26
Saving up the time for next year/big event	18	Carry or accumulate days for longer holiday following year	15
Didn't want to	16	Didn't need/want to	18
Didn't realise that I had any left at the time	2	Didn't realise/wasn't told how much holiday was available	2
Unweighted base	545		548

Source: Stevens et al., 2004 and IES/ICM, 2006

Concluding points

This chapter has shown that whilst almost half of employees with contracted working hours were working their contracted hours, while over four in ten were working over their contracted hours. Just over half of employees said that they worked overtime, with men being more likely than women to do so. The average number of hours of paid overtime worked was 6.38 hours, whilst the average number of hours of unpaid overtime worked was 7.03 hours per week. The majority of those who worked unpaid overtime were not given time off in lieu. The main reason employees worked overtime was because they had too much work to finish in their normal working hours.

More than nine in ten employees received their legal entitlement to two days off in a 14 day period. Almost half of employees had a holiday entitlement of over 25 days per year, whilst 11 per cent said that they had a holiday entitlement of less than 20 days. Around three-quarters of employees had taken all the holiday they were entitled to in the previous year, whilst the most common reason given for not having taken their full entitlement was too much work/too busy. The majority of those who had not taken their full entitlement had been compensated for it, mainly by being allowed to carry all of the days they had not taken into the following leave year.

More than two-thirds of employees were content with their current working hours, whilst around a quarter wanted to work fewer hours. However, two-thirds of those who said they would like to work fewer hours also said that they would not be interested if it meant earning less money as a result.

Work-life balance practices and policies

In this chapter, the availability, take-up, feasibility of, and demand for a range of working arrangements are explored. The awareness of the right to request flexible working and the incidence of requests to change working arrangements are then examined. In the concluding section of the chapter, findings from WLB3 are compared with those for comparable questions in WLB1 and 2 and the second FWES.

It is important to note that not all employees are entitled to request the right to work flexibly (the right applies to parents with children under the age of six or disabled children under the age of 18). However, questions on flexible working arrangements were asked of all employees, rather than just those who were entitled to request flexible working arrangements.

Relationships are only reported in the text of this chapter if they are statistically significant (unless otherwise stated). Throughout this section differences by SOC and SIC were also examined in addition to our standard breaks.

3.1 Introduction

This chapter contains analysis of some key benchmark variables enabling comparison over time of the incidence, availability and take-up of flexible working arrangements; and also of awareness of the right to request flexible working. The Employment Act 2002 sets out the right of employees to request flexible working. Since 6 April 2003, employees have the right to apply to work flexibly, and their employers have a statutory duty to consider these requests seriously, in accordance with the set procedure and refused only where there is a clear business ground for doing so. Where an application is refused, employees have the right to have a written explanation explaining why and to appeal against the employer's decision to refuse an application. Employees are eligible if they have a child under six, or a disabled child under 18.

Awareness of the right to request flexible working was explored in both WLB2 (before the right came into effect) and the second FWES. Section 3.9 compares the findings of these surveys with the current study.

The survey of Employment Rights at Work (Casebourne et al., 2006) also asked about awareness of this as well as other employment rights. This survey was conducted on a face-to-face basis and questioning was on a different basis from the current survey; however, findings are similar to those reported below for WLB3. Just over half of employees to the survey of individual employment rights (51 per cent) were aware that employers had a legal obligation to seriously consider a request for flexible working from parents of a young or disabled child. Employees with a child under six were more likely to be aware of this right than those without children under six.

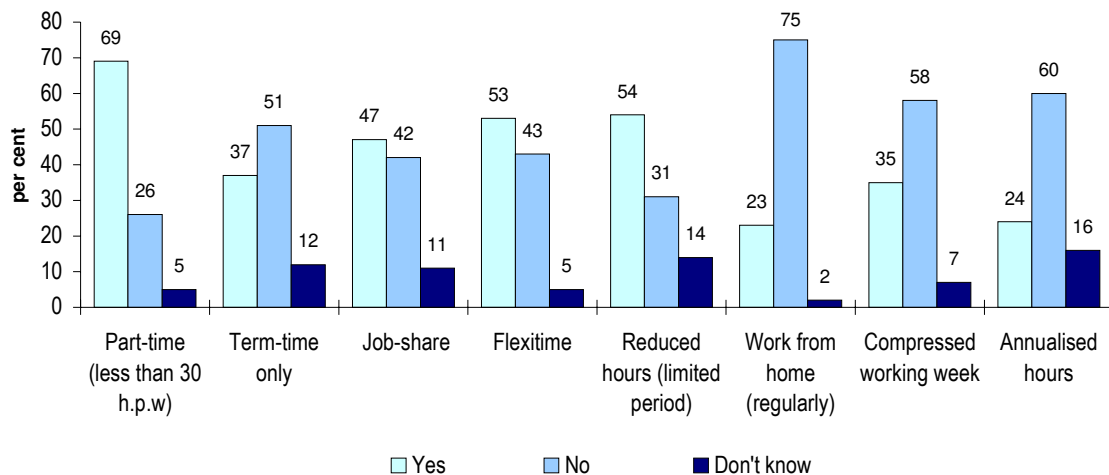
3.2 Availability of flexible working arrangements

Employees were asked a range of questions on the availability of a range of flexible working arrangements in their workplace. The first question was

'I would like to ask about working arrangements at the place you work. If you personally needed any of the following working arrangements, would they be available at your workplace?'

Figure 3.1 reports on the results of this question.

Figure 3.1: The availability of flexible working arrangements in employees' workplaces



Unweighted base = 2,081

Source: IES/ICM, 2006

The following sections look at the findings in relation to the availability of individual flexible working practices.

Part-time working

As Figure 3.1 shows, the most commonly available flexible working arrangement was working part-time. Nearly seven in ten (69 per cent) of employees said that this would be available if they needed it, 26 per cent said that it was not available and five per cent did not know.

The results of the sub-group analysis showed that part-time working was most available to those who were already working part-time hours. However, 62 per cent of full-time workers also said that part-time working would be available to them if they needed it. Taking separately those full-time workers who already worked flexibly in another way (or had done so in the past year) 69 per cent said that part-time hours would be available to them. This compares to only 50 per cent of those full-time workers who did not work flexibly.

Other significant differences in perceived access to part-time working were:

- female employees (82 per cent) as compared to male workers (58 per cent)
- public sector workers (79 per cent) as compared to those in the private sector (65 per cent)
- employees in larger organisations with 250 or more employees (73 per cent) as compared to those working in establishments with five to 24 employees (67 per cent)

- employees in sales and services occupations (85 per cent) as compared to workers in operatives and unskilled occupations (57 per cent)
- employees in distribution, retail, hotels and restaurants (81 per cent) and those in public administration, education and health (80 per cent), as compared to employees in construction (43 per cent) and manufacturing (46 per cent)
- employees who were not trade union or staff association members (77 per cent) as compared to those who were members (70 per cent)
- employees with a household income of less than £15,000 (74 per cent) as compared to those with a household income of £40,000 or more (69 per cent).

Working reduced hours for a limited period

Over half of all employees (54 per cent) felt that they would be able to work reduced hours for a limited period if they needed to do so. Thirty-one per cent did not think that they would be able to do so and 14 per cent did not know.

The results of the sub-group analysis showed that women were more likely than men to feel that temporary reduced hours would be available to them (59 per cent of women as compared to 50 per cent of men) if they needed to. Other significant differences in perceived access to this arrangement were:

- public sector workers (61 per cent) as compared to those in the private sector (52 per cent)
- younger workers as compared to those in older age groups (61 per cent of 16 to 24 year olds; 54 per cent of 25 to 34 year olds; 55 per cent of 35 to 44 year olds; 53 per cent 45 to 54 year olds and 49 per cent of those aged 55 and over)
- part-time workers (62 per cent) and those working other flexible arrangements (67 per cent); compared to those not working any flexible working arrangement (41 per cent)
- managers (61 per cent) as compared to those without managerial or supervisory duties (50.4 per cent)
- non-union members (64 per cent) as compared to those in unions and staff associations (56 per cent)
- those with household income of £40,000 or more (61 per cent) compared to lower income groups.

Flexitime

Flexible working time was the third arrangement to be available to over half (53 per cent) of employees, with 43 per cent not having access to flexitime arrangements and five per cent unclear as to whether or not they had such access. There were fewer significant sub-group differences in the availability of this arrangement compared to part-time working, or temporary reductions in hours. However, the following differences were significant:

- Younger workers (aged 16 to 24) were more likely to have access to flexitime (59 per cent) than those in older age groups (50 per cent of those aged 55 and over).

- Flexitime was more common in large than small workplaces (63 per cent of employees working in workplaces of 250 or more employees as compared to 50 per cent of those working in workplaces with five to 24 workers).
- Managers (57 per cent) were more likely than those without managerial or supervisory duties (49 per cent) to say that flexitime was available.
- Trade union members (49 per cent) were less likely than those not in a union or staff association (59 per cent) to have access to flexitime.
- Flexitime was more available for clerical and skilled manual and managerial and professional occupations (58 per cent and 56 per cent respectively) than for operative and unskilled workers (41 per cent), and those in services and sales occupations (49 per cent).
- The industries with the highest incidence of flexitime were banking, finance and insurance (61 per cent) and public administration etc. (54 per cent). It was least common in manufacturing (46 per cent).

Job sharing

Just under half (47 per cent) of employees felt that job sharing would be available to them if they needed it, 42 per cent did not see themselves as having access to this arrangement and 11 per cent were unsure. Employees most likely to say that job sharing was available to them if they needed were:

- public sector employees (67 per cent)
- women (57 per cent)
- part-time workers of the flexible workers category and other flexible workers (57 per cent in both cases, as compared to 34 per cent of non-flexible workers)
- employees in workplaces of 250 or more employees (54 per cent)
- managers and professionals (54 per cent)
- those with a household income of £40,000 or more (53 per cent).

Term-time working

Over one-third (37 per cent) of employees felt that working in school term-time only would be available to them if they wanted to do so and 51 per cent said that this was not the case. Over one in ten (12 per cent) employees were unsure. Women (44 per cent) were considerably more likely than men (31 per cent) to have this expectation. The following groups were most likely to say that term-time working was available:

- Half (50 per cent) of public administration, education and health workers said that they could do term-time only working if they wanted to do so. This compares to 48 per cent of those working in distribution, retail, hotels and restaurants.
- Young workers aged 16 to 24 (55 per cent) were the age group most likely to think that term-time working would be available.
- 55 per cent of part-time workers said that term-time working was available to them as did 44 per cent of those in other flexible working groups.
- 44 per cent of those in the lowest household income group said that they would be able to work term-time only, if they needed to.

- 47 per cent of sales and services workers said that they had access to term-time only working.
- This was the only flexible working arrangement where there were statistically significant differences between groups on the basis of parental status; however, the differences were only marginal. Thirty-four per cent of those with children aged under six, thought that term-time working was available in their workplace as compared to 37 per cent of those with dependant children aged six and over, and of those without children.

Working a compressed week

The results of the analysis showed that the opportunity to work a compressed working week (working full-time hours over a fewer number of days) was available to 35 per cent of employees, while 58 per cent said that this would not be available and seven per cent were unsure.

Men (33 per cent) were marginally less likely than women (37 per cent) to say this option was available to them. Employees most likely to think that a compressed working week would be available to them were:

- those working in transport and communication (41 per cent), banking, finance and insurance (39 per cent) and public administration etc. (38 per cent)
- 16 to 24 year olds (41 per cent)
- flexible workers other than those working part-time (41 per cent)
- workers in large (250+) workplaces (47 per cent)
- managers and supervisors (37 per cent)
- people who were not trade union or staff association members (45 per cent)
- the lowest (39 per cent) and highest (40 per cent) earners.

Annualised hours

Annualised hours arrangements (where working hours are calculated on an annual basis to allow fluctuations in line with seasonal or other variations), were available to just under a quarter (24 per cent) of employees. Sixty per cent of employees said that the arrangement was not available to them, and a higher proportion than for the other flexible working arrangements (16 per cent) did not know whether this was available to them. There were few marked statistically significant differences between sub-groups to this question. Where such differences did exist, the groups most likely to say that annualised hours would be available if they needed them were:

- 16 to 24 year olds (30 per cent)
- those working (or who had worked in the past year) a flexible arrangement apart from part-time working (34 per cent)
- part-time workers (28 per cent).

Regular home-working

Working from home on a regular basis was the arrangement that employees were least likely to say would be available to them if they needed it. Twenty-three per cent of employees said that it would be available, while 75 per cent said that it would not, and only two per cent did not know. The pattern of those

groups most likely to say this arrangement was available to them differed in some key areas compared to other flexible working practices:

- Men (25 per cent) were more likely than women (21 per cent) to say that this arrangement would be available.
- In a similar reversal of the findings in the rest of this section 16 to 24 year olds were the least likely age group to think that they would be able to regularly work from home if they needed to do so: just 12 per cent thought that this would be the case.
- Full-time workers (25 per cent) were more likely than part-timers (14 per cent) to say they would be able to work from home if they wanted to do so.
- Other flexible workers (excluding part-timers) were most likely to be of this view (42 per cent, as compared to 14 per cent of non-flexible workers and 16 per cent of part-time workers).
- Those working in larger establishments were more likely to say that working from home was available (34 per cent of employees in a workplace of 250 or more employees, compared to 16 per cent of those working in establishments with five to 24 staff).
- Managers and professionals (36 per cent) were the occupational group most likely to be able to work from home.
- Home working was most common in the banking and finance sector (42 per cent of employees from this sector said that they would be able to work from home if they needed to do so).

Overall availability

In all, 90 per cent of employees said that at least one flexible working arrangement was available to them at their workplace if they personally needed it. Only seven per cent of employees said no such arrangements would be available to them, while the remaining three per cent did not know.

Excluding part-time work, 85 per cent of employees said that at least one other type of flexible working arrangement was available if they personally needed it.

On average, 3.4 working arrangements were available to employees, with men reporting a mean of 3.1 and women reporting 3.8. The median number was 3.0.

Employer flexibility score

Employees' responses to the question on whether arrangements were available were used to produce a 'flexibility score' in order to classify employers into low, medium and high flexibility employers. One point was given for each of the eight forms of flexible working arrangement that was available from their employer. One point was also given for 'yes' answers to the two following questions: 'Do you feel that your employer does enough to provide and promote flexible working?' and 'Has your employer ever consulted employees or their representatives about adjusting working arrangements so that they can strike a better work-life balance?' The maximum flexibility score an employer could have was ten.

The results of the analysis on flexibility score showed that just under a quarter (23 per cent) of employees gave their employer a score of between zero and two and they were categorised as having low flexibility; just over half (52 per cent) scored between three and six, and were categorised as having medium

flexibility, and a quarter (25 per cent) scored between seven and ten and these were categorised as showing high flexibility. The mean (average) flexibility score for all employees was 4.6.

Table A5.8 (see Appendix 5) shows the differences by sub-groups using this analysis. All the differences in this table were statistically significant except those between groups with differing parental status. The results showed that women were more likely than men to work in high flexibility organisations (28 per cent as compared to 23 per cent) and less likely to work for employers with low flexibility (17 per cent of women, as compared to 28 per cent of men).

The following groups were most likely to be working for high flexibility employers:

- public sector workers (30 per cent)
- 16 to 24 year olds (32 per cent)
- part-time workers of the flexible workers category (32 per cent)
- other flexible workers (36 per cent)
- employees in workplaces of 250 or more employees (34 per cent)
- those with managerial/supervisory duties (31 per cent)
- employees with a household income of £40,000 or more (31 per cent)
- workers in banking, insurance and finance organisations (30 per cent).

The groups which were most likely to give responses which classified their employer as having low flexibility were:

- those not working flexibly (43 per cent)
- operatives and unskilled workers (36 per cent)
- workers in manufacturing (39 per cent), construction (36 per cent) and other services (30 per cent).

3.3 Take-up of flexible working arrangements

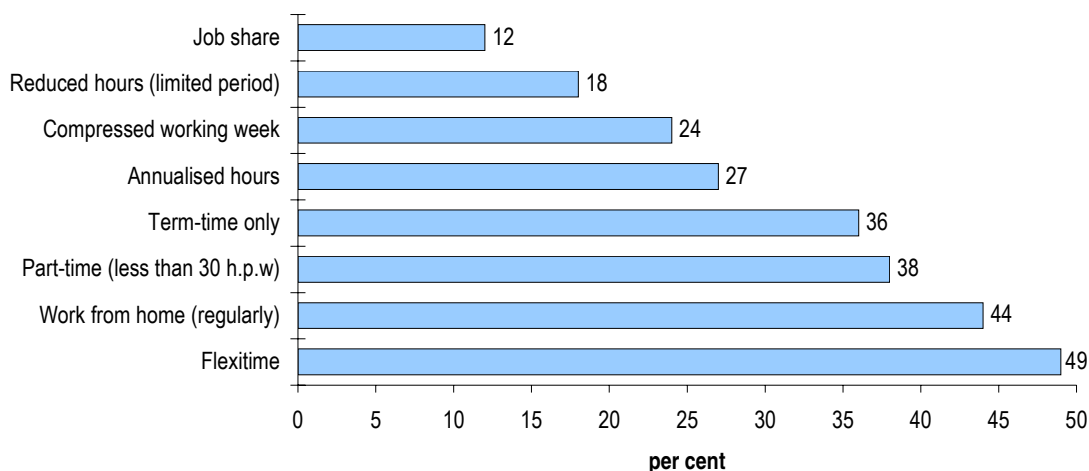
Those employees who said that a particular work arrangement would be available to them if they needed it, were also asked:

‘Do you currently work, or have you worked, in any of these ways in the last 12 months and with your current employer?’

Figure 3.2 shows the proportion of those where an arrangement was available, who worked that arrangement (or who had done so in the past 12 months).

Figure 3.2 shows that nearly half (49 per cent) of employees who had flexible working time available to them made use of that arrangement, and over four in ten (44 per cent) who were able to work regularly from home did so. In addition, nearly two-fifths of those who said that the arrangement was available to them worked part-time (38 per cent); and over one-third of employees who were able to do so (36 per cent) worked term-time only. Take up of the other flexible working arrangements was lower, with around a quarter working annualised hours (27 per cent), or a compressed working week (24 per cent); under one-fifth (18 per cent) taking advantage of opportunities to work reduced hours for a limited period, and just over one in ten (12 per cent) taking up job sharing opportunities.

Figure 3.2: Flexible working arrangements take-up amongst employees who had each arrangement available to them



Notes: Base is all those who said that a particular arrangement would be available to them if they needed it

Source: IES/ICM, 2006

Key differences in take-up are summarised below.

Flexible working hours

There were few statistically significant differences in the take-up of flexitime between different groups. Where such differences did exist the groups most likely to take-up flexitime when it was available to them were:

- women (54 per cent as compared to 44 per cent of men)
- public sector workers (54 per cent; as compared to 46 per cent in the private sector)
- part-time workers (59 per cent).

Regular home working

Again, only a few significant differences were found between sub-groups in the take-up of home-working.

- Employees aged 16 to 24 were considerably less likely than older workers to be working from home on a regular basis when it was available to them. Under one-fifth (19 per cent) had taken up such an opportunity as compared to 44 per cent of 25 to 34 year olds; 53 per cent of 35 to 44 year olds; 46 per cent of 45 to 54 year olds and 42 per cent of those aged 55 and over.
- Parents with dependant children (52 per cent) were more likely than those without a dependant child (42 per cent) to take advantage of home working when this was available to them.

Part-time working

The following analysis suggests that the groups most likely to say that part-time working was available to them were often the most likely to take advantage of these opportunities. As a large body of other research has shown, when given the opportunity, women (52 per cent) were considerably more likely to work part-time than men (21 per cent).

There were also significant differences in the take-up of part-time working arrangements for the following sub-groups:

- Younger employees were more likely to work part-time. Over half (51 per cent) of young workers who were able to do so worked part-time, as compared to 33 per cent of those aged 25 to 34; 37 per cent of 35 to 44 year olds; 31 per cent of 45 to 54 year olds and 39 per cent of those aged 55 or older.
- Employees who were parents of children under six (44 per cent) and those with a dependant child six and over (45 per cent) were more likely than those without dependant children (35 per cent) to work part-time.
- Employees in smaller workplaces with five to 24 employees (49 per cent) were more likely than those working in large organisations with more than 250 staff (26 per cent) to take-up part-time working.
- Workers with a household income of less than £15,000 (54 per cent) were more likely than employees with a household income of £40,000 or more (19 per cent) to take this arrangement up.
- Those without managerial/supervisory duties (47 per cent) were more likely than workers with such duties (22 per cent) to take-up part-time working arrangement.
- The occupational group where the take-up of part-time working was highest was services and sales, with over six in ten (62 per cent) of those able to work in this way actually doing so.
- The take up of part-time working was highest in the distribution, retail, hotels and restaurants sector (57 per cent).
- Employees who were not in trade unions (53 per cent) were also more likely than those who were members (47 per cent) to take up opportunities for part-time working.

Term-time working

Women (42 per cent), who had term-time working available to them, were rather more likely than men with the same opportunity (29 per cent) to work only during school term-time. Part-time workers (52 per cent), were also more likely than full-timers (26 per cent) to take advantage of a chance to work term-time only.

The incidence of term-time only working was also considerably higher for employees working in public sector organisations that offered this opportunity (56 per cent), than for those working in private sector organisations where term-time working was available (25 per cent). However, take-up was lower in larger workplaces (with 250 or more staff), compared to those with fewer employees. Only 21 per cent of employees from large workplaces that made term-time working available, were actually working in that way.

Finally, term-time working take-up was higher amongst those employees who said that they were trade union or staff association members (48 per cent) than those who were not (35 per cent).

Other flexible working arrangements

The only statistically significant difference in take-up of annualised hours between different sub-groups was between managers/supervisors and those without managerial responsibilities. Managers (26 per cent), were slightly less likely than non-managers (28 per cent), to have worked annualised hours in the past 12 months.

In respect of take-up of opportunities to work a compressed week, there was also one significant difference between our standard sub-groups: employees in workplaces of 250 or more employees were least likely to be working compressed hours when they had the opportunity to do so (16 per cent, as compared to 26 per cent in case of those in workplaces of five to 24 employees; 19 per cent where there were 25 to 99 employees; and 22 per cent of people working in establishments of 100 to 249 employees).

As seen in Figure 3.2, the take-up of job-sharing opportunities was the lowest of all the flexible working arrangements discussed here. However, in line with findings on part-time working, there were several significant differences in the likelihood that different groups would have worked this arrangement over the past 12 months:

- Women (14 per cent) were more likely than men (nine per cent) to have done so.
- Take-up was higher in the private sector (14 per cent) than the public sector (nine per cent).
- 19 per cent of those working in workplaces of five to 24 employees, who had the opportunity to job share, had actually done so, compared to eight per cent where there were 250 or more employees.
- Only eight per cent of managers or supervisors had taken up opportunities to job share as compared to 15 per cent of employees without managerial responsibilities.
- Job share take-up was highest in the lowest household income group: 15 per cent of employees with a household income of under £15,000 had job shared over the past 12 months as compared to just six per cent of those where household earnings were £40,000 or greater.

Overall take-up

Of those employees who said that one or more flexible working arrangements was available to them (90 per cent of all employees), 62 per cent said they were either currently working flexibly, or had taken up at least one flexible arrangement in the last 12 months with their current employer.

Overall, more than half (56 per cent) of all employees said they had taken up at least one flexible working practice in the last 12 months with their current employer. Just over one quarter (26 per cent) of employees were either currently working part-time, or had done so in the last 12 months with their current employer. Another 30 per cent were not working part-time but said they were either currently using other flexible working practices, or had worked in this way in the last 12 months.

Hence only around two-fifths (44 per cent) said they were **not** currently working flexibly, and had not done so in the last 12 months with their current employer.

This indicates a higher incidence of flexible working than the number of formal requests made by employees would suggest.

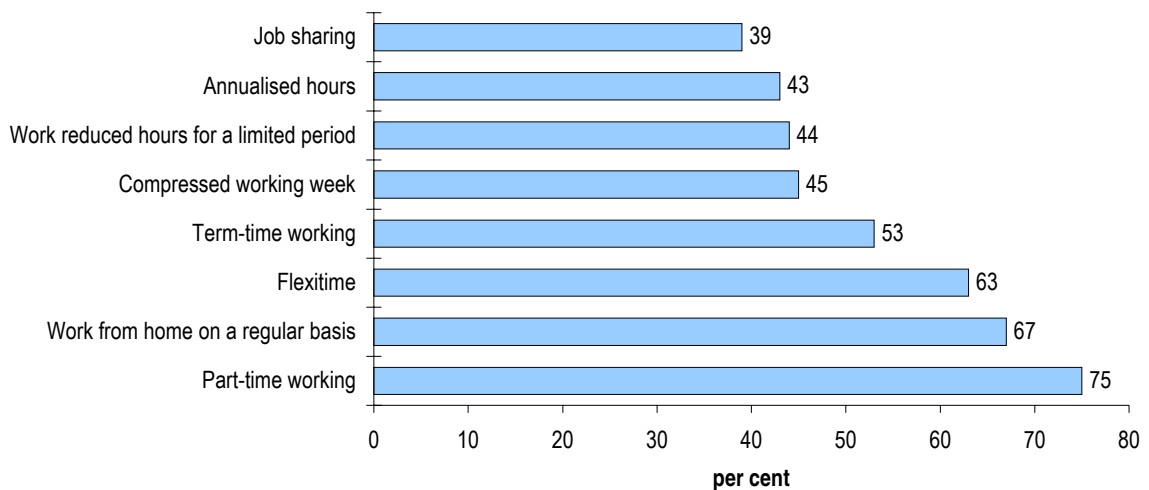
Colleagues' take-up of flexible working arrangements

Those employees who said that an arrangement was available in their workplace were also asked whether the people they worked with most of the time took-up flexible working arrangements:

'Thinking about the people you work with most of the time, do any of them ...'

Figure 3.3 shows the proportions of employees working in organisations where each of the flexible working arrangements were available, who said that some of the people they worked with most of the time, worked the arrangement concerned.

Figure 3.3: The take-up of flexible working arrangements by the colleagues of employees who had each arrangement available to them in their workplace



Notes: Base is all those who said that a particular arrangement was available in their workplace

Source: IES/ICM, 2006

As Figure 3.3 shows, in the case of part-time working (75 per cent), home-working (67 per cent), flexitime (63 per cent), and term-time working (53 per cent), over half of the employees who said the arrangement was available had people working with them most of the time who were using that arrangement.

Regular direct contact with people working the other arrangements was less common. However, in all cases, well over one-third of employees who said that the particular kind of flexible working was available had frequent contact with people working that arrangement.

3.4 The feasibility of flexible working arrangements

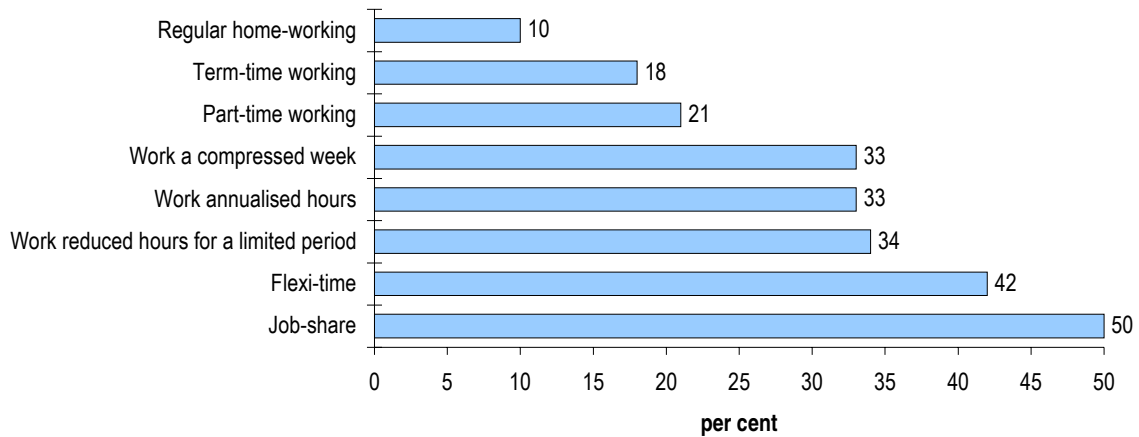
Where employees had said that a particular arrangement would not be available to them if they wanted it they were asked:

'Could your job be done by someone working . . .?'

The aim of this question was to obtain an indicator of the extent to which employees did not have access to a particular form of flexible working, but

thought that it would be feasible to do their job in that way if it were available. Figure 3.4 provides summary findings of this question.

Figure 3.4: Whether employees who did not have access to an arrangement thought it would be feasible to do their job using such an arrangement



Notes: Base is all those who said that a particular arrangement would not be available to them

Source: IES/ICM, 2006

Figure 3.4 shows that half of employees who did not think that they would currently be allowed to job-share, thought that it would be feasible to do their job on this basis. This is in marked contrast to other forms of long-term reduced hours working. Only slightly over one-fifth (21 per cent) of those currently not able to work part-time said that it would be feasible for them to do so, and under one-fifth (18 per cent) saw term-time working as a feasible option.

More flexible versions of full-time working were seen as feasible by at least one-third of those not currently able to work the arrangement concerned, with over four in ten employees (42 per cent) saying that it would be feasible to do their job on a flexitime basis, and one-third respectively (33 per cent in both cases) that annualised hours or a compressed working week would be feasible. A similar proportion (34 per cent) felt a short-term reduction to their working hours was a feasible option.

The option that employees were least likely to see as workable was working from home on a regular basis: only one-tenth (ten per cent) of those that said this was not currently available to them felt that it would be feasible to do their job on a home-working basis.

The following sections examined the differences between sub-groups in their perceptions of the feasibility of particular flexible working arrangements when applied to their job.

Job sharing

Women (63 per cent) were considerably more likely than men (43 per cent) to say that it would be feasible for their job to be undertaken on a job-share basis, even though this option was not currently available. Other statistically significant differences were:

- employees already working part-time (63 per cent) were more likely than full-timers (51 per cent) to say that their post could be job-shared. However, comparing the views of employees who were working flexibly in some way other than part-time (or who had done so in the past 12 months), with non-flexible full timers, there was very little difference: whilst 62 per cent of those defined as part-time by this variable thought that it would be feasible to do their job on a shared basis, this was the case of only 46 per cent of other flexible workers, and 48 per cent of those not working flexibly.
- fewer employees with managerial or supervisory responsibility (45 per cent) than those without (52 per cent) said that their job could be shared.

Flexitime

The findings would suggest that there is considerably more potential to increase the use of flexitime in the private than the public sector: 47 per cent of private sector employees who did not currently have flexitime available to them felt that it would be feasible to do their job in this way, as compared to 28 per cent of those in the public sector. Comparing findings for different industries, employees in banking, insurance and finance (55 per cent), construction (52 per cent), and manufacturing (50 per cent), were most likely to see flexitime as feasible. In addition:

- non part-time flexible workers, were less likely than part-timers or full-time workers to see flexitime as feasible for their job (32 per cent as compared to 42 per cent of part-timers and 45 per cent of non-flexible full-timers)
- trade union and staff association members (34 per cent) were less likely to see flexitime as feasible than were non-members (45 per cent)
- the occupational group most likely to say that flexitime would be feasible in their job was clerical and skilled manual workers (53 per cent). Those least likely to take this view were managers and professionals (34 per cent).

Reduced hours for a limited period

As with most of the other flexible working arrangements, women (39 per cent) were somewhat more likely than men to say that although this option was not currently available to them, it would be feasible to work reduced hours for a limited period in their current job. The same was true of private sector employees (36 per cent) as compared to those in the public sector (26 per cent). Those in managerial and professional occupations were the least likely of all occupational groups (28 per cent) to see this as an option.

Compressed working week

In contrast with a number of other arrangements, men (36 per cent) were more likely than women (28 per cent) to say that working a compressed working week would be feasible in their job, although their employer did not currently allow it. In addition:

- private sector workers (36 per cent) were more likely than those in the public sector (25 per cent) to see a compressed week as feasible. This arrangement was mostly likely to be seen as feasible by construction workers (49 per cent) and least likely by those in distribution retail, hotels and restaurants (27 per cent)
- more full-time (38 per cent) than part-time workers (28 per cent) said that a compressed working week would be a viable possibility in their job

- 40 per cent of employees in the largest workplaces (250 or more employees) thought that their job could be done in a compressed working week. This is compared to 30 per cent of those in workplaces of five to 24 employees.

Annualised hours

Annualised hours arrangements were also more likely to be seen as feasible by men (35 per cent) than women (29 per cent). It was also the case that workers in the 55 and over age group were least likely (22 per cent) to see annualised hours as feasible. Those most likely to take this view were aged 35 to 44 (39 per cent). However, there were no other statistically significant differences between our standard sub-groups in responses to this question.

Part-time working

Of those employees who did not currently have part-time working available to them, women (30 per cent) were considerably more likely than men (18 per cent) to consider that it would be feasible to do their job on a part-time basis. Further significant differences were:

- Employees in large workplaces of 250 or more employees were least likely to see part-time working as a feasible option (14 per cent, as compared to 18 per cent of those in workplaces of 100 to 249 employees; 27 per cent where there were 25 to 99 employees and 23 per cent in the smallest workplaces of five to 24 workers).
- Fewer managers/supervisors (16 per cent) than those without such duties (24 per cent) said that it would be feasible to do their job on a part-time basis.
- Employees with household earnings of less than £15,000 were considerably more likely than those in other income groups to say that their job could be done on a part-time basis (37 per cent, as compared to 18 per cent in the £15,000 to £24,999 group; 13 per cent of those with household income of £25,000 to £39,999 and 17 per cent of those with earning of £40,000 or greater).
- Part-time working was most commonly seen as a feasible option in construction (37 per cent); other services (29 per cent) and distribution, hotels and restaurants (25 per cent). It was least likely to be seen as feasible by employees from banking, insurance and finance (14 per cent) and manufacturing (12 per cent).

Term-time working

As set out above, under one-fifth of employees who did not currently have term-time working available to them, saw this as a feasible option in their job. The following were amongst the most likely to say that term-time working would be feasible:

- those working in services and sales occupations (31 per cent)
- part-time workers (31 per cent)
- people without managerial responsibilities (23 per cent)
- women (23 per cent).

Regular home-working

Regular home-working was the arrangement least likely to be seen as a feasible option. However, some groups were somewhat more likely to see it as a viable

possibility than others. In contrast to many other arrangements, home-working was more likely to be seen as feasible by workers in what would be seen as relatively advantaged groups, for example:

- employees in banking, insurance and finance (22 per cent)
- those earning £40,000 or more (17 per cent)
- managers and supervisors (15 per cent)
- flexible workers other than those working part-time (14 per cent)
- workers in the largest workplaces (13 per cent)
- workers in the middle age groups (14 per cent of those aged 25 to 34; and 11 per cent of those in the 35 to 44 and 45 to 54 age groups, as compared to five per cent of 16 to 24 year olds and six per cent of those aged 55 and over).

In addition, this is the one arrangement where there were statistically different responses between employees in different parental status groups: 15 per cent of parents with children under six and 14 per cent of those with dependant children over six thought that it would be feasible for them to work regularly from home in their current job, as compared to nine per cent of employees without parental responsibilities.

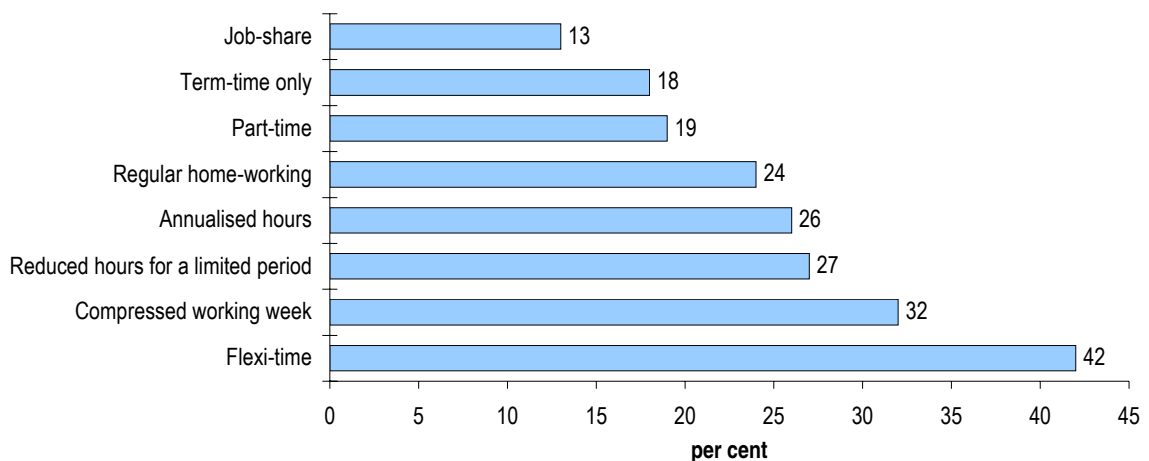
3.5 The demand for flexible working arrangements

Those employees who either did not have a particular arrangement available to them, or did have it available but had not taken it up were asked:

‘In your current job would you like to . . .?’

Figure 3.5 shows the proportion of all employees not working each arrangement who would like to do so in their current job.

Figure 3.5: Flexible arrangements employees who were not working each arrangement would like to have in their current job



Notes: Base is those who either did not have a particular arrangement available to them or had it available but had not taken it up

Source: IES/ICM, 2006

As Figure 3.5 shows, the arrangement which employees who did not have an arrangement available to them, or had it available but had not taken it up, would most like to work was flexitime, with 42 per cent of employees not

currently working flexitime saying that they would like to do so. In addition, nearly one-third of employees (32 per cent) would have liked a compressed working week, and just over a quarter reduced hours for a limited period (27 per cent) or annualised hours (26 per cent). Just under a quarter (24 per cent) would have liked the chance to work from home on a regular basis. There was less demand for the various forms of permanent reduced hours working, with 19 per cent saying that they would like to work part-time, 18 per cent term-time only and 13 per cent to job-share.

The following sections look at the sub-group differences in demand for each flexible working arrangement.

Flexitime

As noted above, over four in ten employees who were not currently working flexitime would have like the opportunity to do so. There were statistically significant differences in responses by parental status: over half (53 per cent) of parents with dependant children under six would have liked to work flexitime in their current job. The same was true of 46 per cent of those with dependant children aged six and over, and just 40 per cent of employees without dependant children. In addition:

- a higher proportion of full-time workers (45 per cent) than part-timers (34 per cent) would have liked to do flexitime
- demand for flexitime was highest in larger workplaces: 47 per cent of employees in workplaces of 100 to 249 or 250 and over would like to work in this way, as compared to 41 per cent of those working in workplaces of 25 to 99 people and 37 per cent in the smallest workplaces (five to 24 employees)
- employees in the banking, insurance and finance industry (51 per cent) were the most likely, when compared to those other industries, to say that they would like to work flexitime
- employees with the lowest household income (under £15,000) were the least likely to want flexitime (37 per cent, as compared to 40 per cent of those with household earnings of £15,000 to £24,999, 50 per cent earning £25,000 to £39,999, and 49 per cent of those with household income over £40,000
- those aged 55 and over were the least likely age group (32 per cent) to want to work flexitime, with those aged 25 to 34 being the most likely (46 per cent).

Compressed working week

In line with the findings on feasibility of different working arrangements, men (34 per cent) were more likely than women (28 per cent) to say that they would like to work a compressed working week. Other groups more likely than average to be attracted to this arrangement were:

- private sector workers (33 per cent). Private sector industries with most demand for compressed working weeks were manufacturing (40 per cent), construction (37 per cent) and banking insurance and finance (36 per cent).
- the higher household income groups of £25,000 to £39,999 and £40,000 and over (39 per cent in both cases)
- employees in the largest workplaces of 250 or more employees (38 per cent)
- full-time workers (36 per cent)

- those working flexibly in some way apart from part-time working (36 per cent)
- those aged 25 to 34 (36 per cent) and 35 to 54 (35 per cent).

Reduced hours for a limited period

Just over a quarter of employees would have liked to work reduced hours for a limited period in their current job. Parents with children under six (34 per cent) and those with a dependant child aged six and over (33 per cent) were more likely than those with no dependant children (26 per cent) to want this arrangement. The only other statistically significant differences in sub-group responses to this question were:

- The desire for this arrangement was most common amongst those aged 35 to 44: 32 per cent of this age group would have liked to work temporary reduced hours, as compared to 31 per cent of those aged 25 to 34; 28 per cent of those aged 45 to 54, 22 per cent of 16 to 24 year olds and 19 per cent of those aged 55 or over.
- Only 25 per cent of those in the lower household income bands (under £15,000 and £15,000 to £24,999) would have liked to work reduced hours for a limited period, as compared to 34 per cent of those with household earnings of £25,000 to £39,999 and 30 per cent of those earning £40,000 or more.

Annualised hours

Annualised hours was one of those arrangements which was more attractive to male (28 per cent) than female (23 per cent) employees. It was less popular among those aged 55 and over than any other age group, with just 14 per cent saying that they would like to work on an annualised hours basis. There were no other statistically significant differences in responses by our standard sub-groups to this question.

Regular home working

Just under a quarter of employees not currently able to do so, said that they would have liked to work from home on a regular basis. This arrangement was most attractive to the 25 to 34 age group, with 32 per cent saying that they would like regular home working in their current job. In addition:

- In terms of parental status, one-third (33 per cent) of employees with children under six wanted to work from home as compared to 30 per cent with a dependant child of six or over and 22 per cent of those without parental responsibilities.
- Flexible workers (other than those who worked part-time or had done so in the past 12 months) were more likely (28 per cent) than non-flexible full-timer workers (24 per cent) and part-time workers (20 per cent) to want to work from home.
- A higher proportion of employees in larger workplaces (30 per cent of those in 100 to 249 workplaces and 31 per cent in those with 250 or more employees) wanted to work from home on a regular basis than did those in smaller establishments (23 per cent of employees in workplaces of 24 to 99 employees and 17 per cent of those where five to people were employed).
- Those with managerial/supervisory responsibilities (29 per cent) were more likely than those without (21 per cent) to want to work from home in their current job.

- The desire to work from home also appeared to be linked to household income: 34 per cent of those with household income in excess of £39,999 would have liked to work from home as compared to 26 per cent of those in the £25,000 to £39,999 band, 23 per cent of those with household earnings between £15,000 and £24,999 and 18 per cent of those earning less than £15,000.
- Employees in the banking, insurance and finance sector (34 per cent) were more likely than those in other industries to want to work from home on a regular basis.

Part-time working

Although across the survey only 19 per cent of employees not currently doing so, wanted to work part-time, there were a range of statistically significant sub-group responses to this question:

- Those in the 16-24 age group (11 per cent) were the least likely to want to work part-time.
- Women (28 per cent) were considerably more likely than men (15 per cent) to say that they would like to work part-time in their current job.
- Public sector workers (25 per cent) were more likely than those in the private sector (18 per cent) to say that they would like to work part-time. Those parts of the public sector where the highest proportions of employees wanted to work part-time were other services (24 per cent) and transport, storage and communication (23 per cent).
- Part-time working was more attractive to parents than non-parents. A quarter of those with children under six and 26 per cent of those with at least one dependant child aged six and over would have liked to work part-time in their current job, as compared to 18 per cent of those without parental responsibilities.

Term-time working

The desire to work during school terms only also varied considerably between certain sub-groups. In particular, 36 per cent of those with parental responsibilities (for children of all ages) would have liked term-time working, as compared to only 12 per cent of those with no dependant children. It was also the case that:

- women (25 per cent) were much more likely than men (13 per cent) to want this arrangement
- term-time working was attractive to a higher proportion of public sector (24 per cent) than private sector (17 per cent) employees
- those in the 35 to 44 age group were the most likely to want this arrangement (28 per cent, as compared to 25 per cent of 24 to 34 year olds; 24 per cent of 45 to 54 year olds, ten per cent of 16 to 24 year olds and just five per cent of those aged 55 and over)
- twice as many part-time workers (29 per cent) as those working full-time (15 per cent) would have liked to work only during school terms.

Job-sharing

As stated above, job sharing was the arrangement that the lowest proportion of employees not currently working in this way, would have liked to work in their

current job. However, as with other forms of permanent reduced hours working, a higher proportion of women (17 per cent) than men (11 per cent) wanted to job-share in their current job. Similarly, those with a child under six (19 per cent) and those with dependant children aged six and over (17 per cent) were more likely than employees without parental responsibilities (12 per cent), to say that they would like to job share.

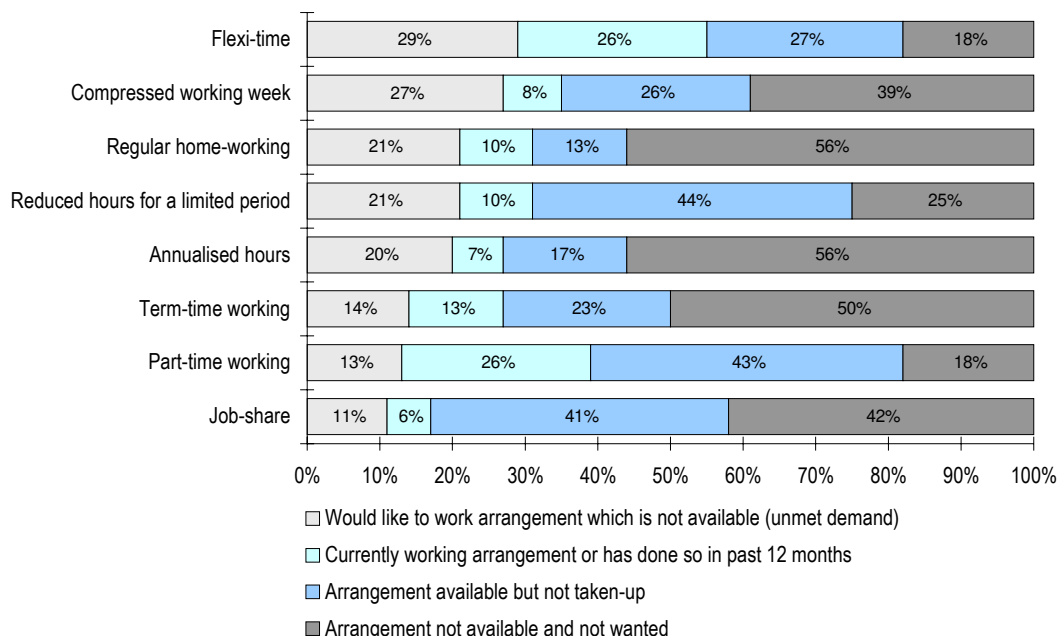
In addition, managers and supervisors were slightly less likely than those without supervisory responsibilities (11 per cent and 15 per cent respectively) to want to job share in their current job. Looking at occupational groups, clerical and manual workers (11 per cent) were the least likely to be attracted to the idea of job sharing, and those in services and sales were most likely to want to job share their current job.

Unmet employee demand for flexible working arrangements

Figure 3.6 shows an estimate of the level of unmet employee demand for each kind of working arrangement. This is based on responses from all employees. Unmet demand was calculated by determining those employees who would like to work in a particular way, but who did not think that the arrangements would be available to them. Unmet employee demand is, in effect, the residual after deducting:

- Arrangements not available to them, and not wanted
- Arrangements available, but not taken up
- Arrangements currently worked, or have done so in the past 12 months

Figure 3.6: Current and preferred flexible working arrangements, by type of flexible working practice



Unweighted base = 2,081

Source: IES/ICM, 2006

Figure 3.6 indicates that the highest level of unmet demand was for flexitime (29 per cent) and a compressed working week (27 per cent). In addition, 21 per cent of all employees would have liked the opportunity to work from home on a

regular basis, and the same proportion of employees were attracted to the idea of reduced hours for a limited period. One in five would have liked the chance to work an annualised hours arrangement. There was less unmet demand for working term-time only (14 per cent), for part-time working (13 per cent) and for job-sharing (11 per cent).

3.6 Awareness of the right to request flexible working

Employees were asked:

‘In April 2003, the Government introduced a new right for parents of children under the age of six, or disabled children under 18, to request a flexible working arrangement. Employers have a statutory duty to consider such requests seriously. Are you aware of the right to request flexible working arrangements which was introduced in April 2003?’

Over half of all employees (56 per cent) said that they were aware of the new right. A higher proportion of parents with children aged under six (65 per cent) were aware of the right to request than were other employees (53 per cent).

As Table A5.9 (see Appendix 5) shows, awareness was highest amongst:

- women (60 per cent)
- public sector workers (64 per cent)
- those aged 45 to 54 (60 per cent)
- other flexible workers (63 per cent)
- workers in workplaces of 250 or more employees (66 per cent)
- employees with managerial or supervisory duties (67 per cent)
- those with a household income of more than £40,000 (68 per cent).

Awareness of the right to request flexible working was particularly low amongst:

- employees aged 16 to 24 (44 per cent)
- those earning under £15,000 (45 per cent).

3.7 Requests to change working arrangements

Employees were asked:

‘Over the last two years, have you approached your current employer to make a request to change how you regularly work for a sustained period of time?’

Across the survey as a whole, 17 per cent of employees had made such a request. Their characteristics are indicated in Table 3.1 below and in more detail at Table A5.10 (see Appendix 5).

Twenty-two per cent of women said that they had made a request to change the way that they work in the past two years as compared to 14 per cent of men. Women made up 57 per cent of all those requesting a change.

Table 3.1: Employees who had made a request to change how they regularly worked over the last two years, by sex, sector and status

		Male %	Female %	All %	Unweighted base
Sector	Public	12	24	20	671
	Private	14	20	17	1,404
Work status	Full-time	14	18	15	1,340
	Part-time	13	31	28	396
Flexible worker status	Part-time worker	28	31	30	548
	Other flexible worker	13	19	15	649
	Non-flexible worker	11	13	12	884
Parental status	Dependant children under 6 years	11	38	24	157
	Dependant children 6 yrs and over	13	24	19	351
	No dependant children	14	20	17	1,569
All employees		14	22	17	2,081
Unweighted base		1,096	985	2,081	-

Source: IES/ICM, 2006

There were also significant differences by work status: 28 per cent of those who were working part-time at the time of the research had approached their employer to request a change in their working pattern within the past two years. This compares to 15 per cent of full-time workers. The difference was also statistically significant when employees were compared on the basis of gender as female part-time employees were more likely to request a change.

Taking our broader definition of flexible worker, the results showed that of those who said that they had worked part-time over the last 12 months, 30 per cent had made a request to change their working arrangement, as compared to 15 per cent of other flexible workers, and 12 per cent of full-timers who did not work flexibly in any way and had not done so for the past year. Again, the difference was more notable for female employees than for male employees.

Although Table 3.1 indicates that a higher proportion of parents with dependant children under six than of those with children six and over, or without dependant children had approached their employer to change the way that they work, this difference was not statistically significant. However, when these employees were compared on the basis of gender, the results showed significant differences amongst female employees. Compared to women with no dependant children, a higher proportion of mothers with children under six (38 per cent) made a request to change their working arrangements. There were no significant differences amongst male employees.

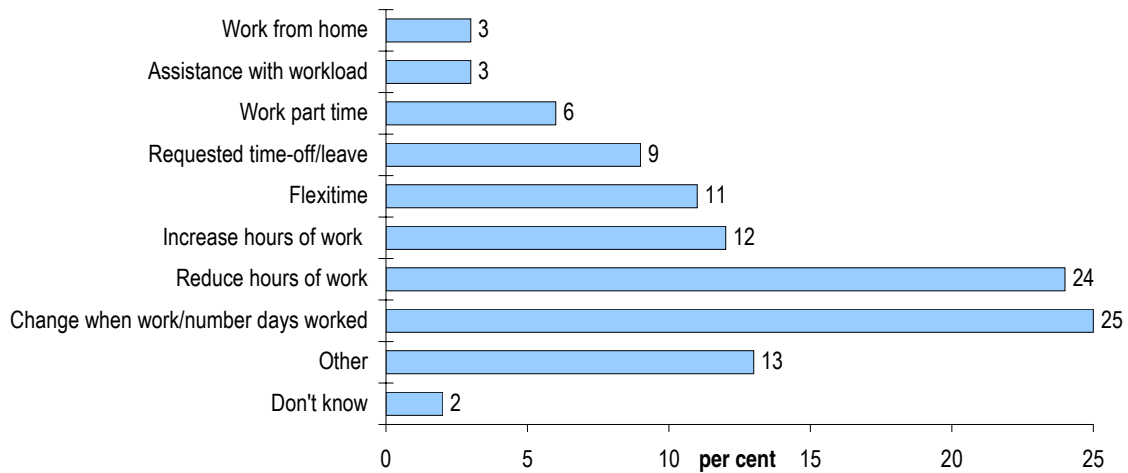
The nature of requests

Figure 3.7 shows how the nature of the requests made by those employees who had asked to change their working arrangements. This was an open question in the survey, but most responses were post-coded by interviewers using categories determined by the WLB2 survey. As the chart indicates, a quarter (25 per cent) of employees who had asked to change their working arrangements had asked to change 'when I'm working including the number of

days that I work', and a similar proportion (24 per cent) had made a request to reduce their hours of work, with a further six per cent specifying that they wanted to work part-time. In contrast, 12 per cent wanted to increase their working hours. Eleven per cent of employees making a request had asked for a flexitime arrangement and nine per cent had requested some time off or additional leave arrangement. Other requests included to get assistance with their workload (three per cent) and to work from home (three per cent).

There were no statistically significant differences in the likelihood that different sub-groups would request particular kinds of change to their working arrangements.

Figure 3.7: Nature of requests made by those employees who had asked to change their regular working arrangements



Unweighted base = 371

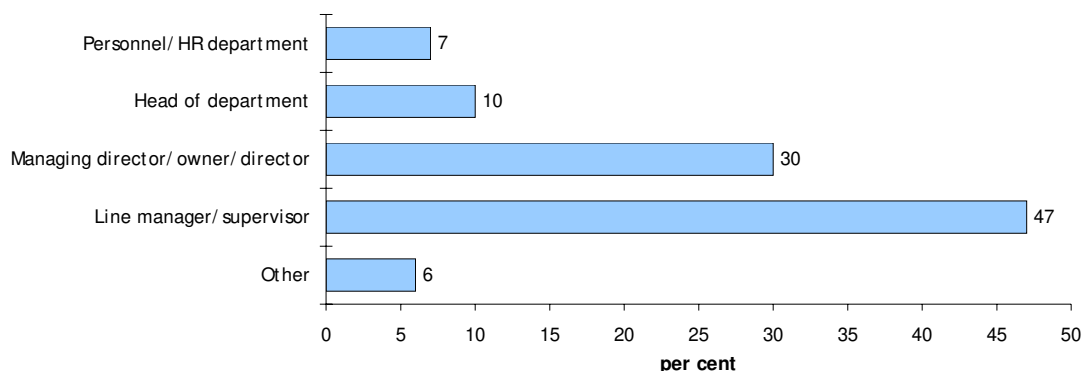
Note: this question was multiple response

Source: IES/ICM, 2006

How were requests submitted and dealt with?

Employees who had requested a change to their working arrangements were asked who had dealt with their request to change their working arrangements and how that request had been submitted. Figure 3.8 shows which representative of the employer was responsible for dealing with the request. The most common response was a line manager or supervisor, cited by nearly half (47 per cent) of those who had made a request to change the way that they worked. In addition, 30 per cent cited the managing director, owner or other director, ten per cent a head of department, and seven per cent the HR or personnel department.

Figure 3.8: Which representative of the employer was responsible for dealing with the request made by employees

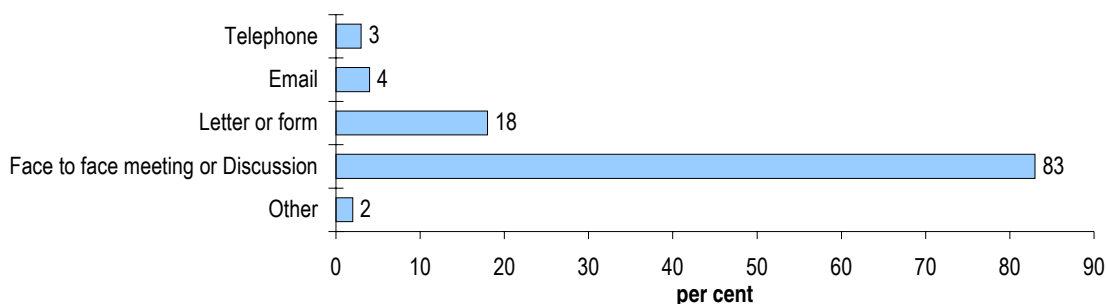


Unweighted base = 371

Source: IES/ICM, 2006

Employees were able to cite a range of ways that they might have submitted their request to work flexibly. Their responses are shown in Figure 3.9. Employees were able to mention more than one approach. As is shown in the chart, the most common approach was to make the request in a face to face meeting or discussion. This was mentioned by 83 per cent of those making a request. Meanwhile, 18 per cent made the request by letter or on a form; four per cent by email and three per cent on the telephone.

Figure 3.9: How employees who had made a request to change their regular way of working had made that request



Unweighted base = 371

Note: this question was multiple response

Source: IES/ICM, 2006

Outcome of the request

Those who had asked if they had made a request to change the way that they regularly work, were asked what the outcome of that request had been. Table A5.11 (see Appendix 5) shows how the responses to this question varied by the sub-groups. As can be seen, in most cases requests were either fully (60 per cent) or partially (18 per cent) agreed to. There were statistically significant differences between some of the sub-groups in terms of the outcome of their requests and these were:

- Women were more likely than men to be successful in making a request: 66 per cent of female workers had their requests fully agreed to, as compared to 53 per cent of male workers.

- Part-time workers (74 per cent) were much more likely than full-timers (57 per cent) to have their requests fully agreed to.
- Part-time workers of the flexible workers category (73 per cent) and other flexible workers (64 per cent) were more likely than full-time employees (39 per cent) to have their requests fully agreed to.

Analysis was also conducted to determine whether or not there were differences between the kinds of request made and the success of those requests. However, no statistically significant differences were found.

All employees whose request to change their working arrangements had been either fully or partially accepted were also asked:

‘Once your employer had considered your request, did they accept it or did you have to negotiate further or appeal?’

In the large majority of cases (87 per cent) requests were accepted outright; however, 13 per cent said that they had only had their request to change the way that they worked agreed once they had negotiated or appealed against an original employer decision. There were no statistically significant responses to this question by sub-group.

Requests that were declined

Overall, 17 per cent of employee requests to change their work arrangements were declined by employers, while five per cent were awaiting decisions at the time that the research was conducted.

As Table 3.2 shows, although the rate of employer decline was the same across sectors, it differed considerably by sex and work status. Male employees (23 per cent) were much more likely to have their request refused than female employees (13 per cent). Likewise, fewer part-time employees (12 per cent) than full-time employees (18 per cent) had their requests turned down.

Table 3.2: Proportion of employee requests to change how they regularly worked that were declined by employers

		Male %	Female %	All %	Unweighted base
Sector	Public	19	16	17	132
	Private	24	10	17	239
Work status	Full-time	24	12	18	212
	Part-time	11	12	12	109
Flexible worker status	Part-time worker	5	10	9	165
	Other flexible worker	16	11	14	99
	Non-flexible worker	39	22	32	107
All employees		23	13	17	371
Unweighted base		153	218	371	-

Source: IES/ICM, 2006

More detailed breakdowns can be found in Table A5.11 (see Appendix 5). They show, for example, that the rate of employer decline is very similar irrespective of whether or not the employee has dependent children.

By far the highest rate of employer declines occurred amongst employees in full-time, non-flexible posts, where one-third of requests were turned down – almost double the average refusal rate. Over half of the requests (33 out of 60 unweighted cases) were by men, which explain a large part of the difference in refusal rates by sex.

Those employees (60 in all, unweighted) whose request to change their working arrangements had been turned down were asked how their employer had told them that they were declining the request. As with discussion of the original request, in four-fifths of cases, this had been done in a face-to-face meeting or discussion. In five cases the decision was transmitted via a letter or form and in six cases it was by other means.

This same group were asked whether or not they had appealed against their employer's decision. A quarter had done so whilst three-quarters had not. Responses to this question were grouped with those from the question which asked those employees whose request to change the way that they regularly work had eventually been successful, whether or not they had negotiated with, or appealed to, their employer.

This analysis showed that 14 per cent of all employees who had asked to change their working arrangements had engaged in some kind of negotiation with their employer over their request. The number involved was small, meaning that findings should be treated with caution; however, this analysis would suggest that those appealing against an employer decision to turn down their request to change their working arrangements were more than two and a half times as likely to get that decision reversed than to be unsuccessful (73 per cent eventually had their request accepted – at least in part – whilst 27 per cent continued to be refused).

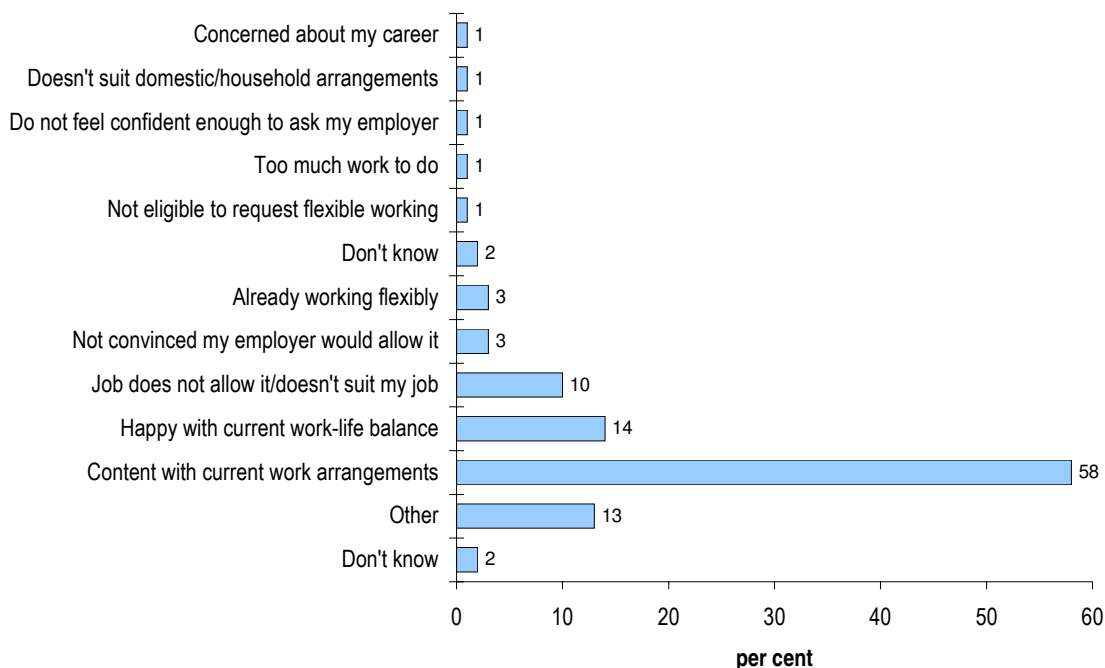
Reasons for not requesting a change to working arrangements

All employees who had not made a request to change their working arrangement with their current employer over the past two years were asked why they had not made such a request. Figure 3.10 shows those reasons given (employees were able to give more than one answer to this question).

As Figure 3.10 shows, in most cases not asking to change working arrangements was seen as personal choice: 58 per cent of those who had not made a request said that they had not requested a change to their working arrangements because they were content with their current work arrangements; 14 per cent said that they were happy with their current work-life balance and one per cent said that it did not suit their current domestic circumstances. However, in other cases, something in the nature of their job or their employer had prevented the individual from making a request: ten per cent thought that it would not suit their job, three per cent were not convinced that their employer would allow it; one per cent had too much work to do and a further one per cent did not feel confident about asking their employer. Three per cent of employees had not made a request because they were already working flexibly.

To enable meaningful sub-group analysis the most common responses to this question were grouped into 'personal reasons' and 'business/employer reasons'. Tests were conducted to determine whether or not individual employees had given responses which fell into both groups; however, very little overlap was found, meaning that almost all employees gave EITHER

Figure 3.10: The reasons employees gave for not making a request to change the way they regularly worked, for those where a request had not been made



Unweighted base = 1,710

Note: this question was multiple response

Source: IES/ICM, 2006

personal reasons OR business reasons to explain why they had not asked to change the way that they worked (a more detailed explanation of how we have treated this and similar questions can be found in Appendix 2).

As this question asked employees **their** reasons for not requesting a change to working arrangements, the 'don't know' response was not relevant as an answer and was therefore not included in recoding. Similarly, the 'other' response referred to unspecified statements, which could not be grouped together with either of the categories described here and was therefore not included in recoding.

Table A5.12 (see Appendix 5) gives the proportions for the recoded responses (please note that the base used in this table is different than the base used in Figure 3.10 because it excludes the 'don't know' and 'other' categories, as explained above).

Table A5.12 shows how responses varied by the standard sub-groups. As can be seen, women (88 per cent) were more likely than men (83 per cent) to cite personal reasons for not requesting to change their working arrangements, as were:

- private sector workers (86 per cent) compared to those in the public sector
- part-time workers (92 per cent) as compared to those working other arrangements
- people who were not in a trade union or staff association (90 per cent).

The employees most likely to cite business pressures as the reason for not requesting to change their working arrangements were those who were trade union or staff association members (22 per cent).

Analysis was also conducted to determine whether or not responses varied by industry of employment or by occupational group. The analysis by SIC showed no statistically significant differences in the likelihood that employees would cite personal or business reasons for not making a request. A comparison of occupational groups found that differences just fell short of being significant to the 95 per cent confidence level.

3.8 Overview and comparison over time

In this section, comparisons are made between WLB3 and relevant findings from WLB1 and WLB2 and the second FWES.

Availability of working arrangements

Our analysis indicates an increase over time in the availability of most flexible working arrangements. Table 3.3 shows trends in availability of flexible working arrangements, using data from WLB1, WLB2 and WLB3. Differences in questioning and in survey methodology mean that comparisons between that later surveys and WLB1 should be treated with caution. Comparing WLB2 and WLB3, very similar findings on the relative availability of different working arrangements emerge, with exactly the same order appearing in both surveys. Looking back as far as WLB1, there have been some changes, in particular part-time working has overtaken reduced hours for a limited period as the most common flexible working arrangement, and flexitime has also become more prevalent.

Table 3.3: Trends in the availability of flexible working arrangements amongst all employees in WLB1, 2 and 3

	WLB1 ¹ %	WLB2 %	WLB3 %
Part-time working	49	67	69
Reduced hours for a limited period	56	62	54
Flexitime	32	48	53
Job-share	46	41	47
Term-time working	22	32	37
Compressed working week	25	30	35
Annualised hours	17	20	24
Regular home working	N/A	20	23
One or more arrangements available	-	85	90
No flexible working arrangement available, or don't know	-	15	10
Unweighted base	7,561	2,003	2,081

¹ Includes those answering: depends/probably

Source: Hogarth et al., 2001, Stevens et al., 2004 and IES/ICM, 2006

Across all three surveys the trend is for most of the arrangements to have become more available over time. The only exceptions were reduced hours for

a limited period, which in WLB3 was at a lower level than for either of the previous surveys and job-sharing, which seemed to less available when WLB2 was conducted than in the first survey but which had returned to just above its WLB1 level in the current survey.

Greater availability of flexible working arrangements in the workplace has seen the proportion of employees reporting that at least one flexible working arrangement was available to them increase from 85 per cent in WLB2 to 90 per cent in WLB3. There are now very few British workplaces where employees report that no flexible working arrangements are available to them.

Take-up of flexible working arrangements

In WLB2 and WLB3, those who has said that an arrangement would be available if they needed it were asked, if they currently worked, or had worked in that way over the past year. In WLB1 all employees were asked whether they worked that way in their main job, and there was no reference to the past 12 months. These differences mean that comparisons should be treated with particular caution. To enable some tentative comparisons over time, take-up in WLB2 and WLB3 has been calculated as a proportion of all employees.

There seems to have been little change between WLB2 and WLB3 in the proportion of employees taking-up particular flexible working arrangements, as shown by Table 3.4. However the proportion of all employees who said that a flexible working arrangement was available and that they had taken up at least one flexible working practice in the previous year with their current employer rose from 51 per cent in WLB2 to 56 per cent in WLB3.³

Table 3.4: Trends in the take-up of flexible working arrangements amongst all employees in WLB1, 2 and 3

	WLB1 %	WLB2 %	WLB3 %
Part-time working	24	28	27
Flexitime	24	26	27
Reduced hours for a limited period	N/A	13	12
Regular home working	20 ¹	11	10
Compressed working week	6	11	9
Annualised hours	2	6	8
Job-share	4	6	6
Term-time working	14	15	13
Not worked flexibly in last 12 months	-	49	44
Currently working flexibly, or has done so in the last 12 months	-	51	56
Unweighted base	7,561	2,003	2,081

¹ In WLB1 this question was asked as part of a separate section from other flexible working arrangements and was very differently worded making comparison particularly unreliable

Source: Hogarth et al., 2001; Stevens et al., 2004; and IES/ICM, 2006

³ It should be noted, however, that in WLB2 the take-up question for term-time working was only asked of parents with dependent children aged under 20.

Feasibility of flexible working arrangements

In general, WLB3 employees not currently working a particular arrangement themselves were less likely than those in WLB2 to say that their job could be done by someone working in this way. In this section, comparison is limited to WLB2. This is because the different filtering strategy used for the equivalent questions in WLB1 mean that making reliable comparisons is problematic.

As Table 3.5 shows, in all cases apart from annualised hours a smaller proportion of WLB3 than WLB2 employees, who were not working a particular arrangement themselves, felt that their job could be done in that way. The decline was particularly marked for: part-time working and working reduced hours for a limited period. In both surveys, however, the two ways of working most likely to be seen as feasible were job-sharing and flexible working time.

Table 3.5: Trends in the perceived feasibility of working arrangements, for employees who had not worked in this way in the last year in WLB2 and WLB3¹

	WLB2	WLB3
Job-share	58	50
Flexitime	45	42
Reduced hours for a limited period	45	34
Compressed working week	35	33
Annualised hours	31	33
Part-time working	35	21
Regular home working	15	10
Unweighted base	2,003	2,081

¹ Feasibility of term-time working has not been compared, as in WLB2 this was only asked of parents with dependant children

Unweighted base: All employees who have not worked in this way in the last year and with current employer for each arrangement.

Source: Stevens et al., 2004; and IES/ICM, 2006

Demand for flexible working arrangements

In most cases, employees in WLB3 were also less likely than those in the earlier surveys to say that they would like to work in a particular flexible way. Comparison with WLB1 needs to be undertaken with some caution as question wording differed: in the earliest survey employees were asked 'would you like to...'; whilst in WLB2 and WLB3 the question was 'in your current job, would you like to ...'.

As indicated in Table 3.6, demand for two arrangements has shown a decline in both WLB2 and WLB3: part-time working and a compressed working week. In other instances demand that appeared to have increased in WLB2, had fallen off to below WLB1 levels by the current survey. These were: flexitime, annualised hours, reduced hours for a limited period and job sharing. Term-time working saw a decrease in demand from WLB1 to WLB2, and then an increase in WLB3, although this was still below the level of demand in WLB1.

Table 3.6 Trends in demand for flexible working arrangements amongst all employees in WLB1, 2 and 3

	WLB1 %	WLB2 %	WLB3 %
Flexitime	35	36	29
Compressed working week	33	31	27
Annualised hours	21	23	20
Regular home working	N/A	26	21
Part-time working	19	16	13
Job-share	15	16	11
Term-time working	22	11	14
Reduced hours for a limited period	24	31	21
Unweighted base	7,561	2,003	2,081

Source: Hogarth et al., 2001; Stevens et al., 2004; and IES/ICM, 2006

One factor in the reduced demand for flexible working arrangements amongst those not currently working in the way, could be an increase in satisfaction with current arrangements. Comparing the findings of WLB2 with those for WLB3 we find that the proportion either satisfied or very satisfied increased from 81 per cent in WLB2 to 87 per cent in WLB3. Meanwhile, those saying that they were dissatisfied or very dissatisfied with their current working arrangements fell from ten per cent to six per cent.

Awareness of the right to request flexible working

Our findings suggest an increase in awareness of the right to request flexible working since WLB2. However, WLB2 was conducted immediately before the right came into force in April 2003, meaning that the question used differs from the one in WLB3, so that comparison need to be undertaken with caution. Employees in WLB2 were asked:

‘Next year, employers will legally have to consider request to adopt flexible working practices from parents with young children under the age of six or with disabilities. Were you aware or not aware of this right?’

In WLB2, 41 per cent of employees said that they were aware or broadly aware of the right. In WLB3 the proportion answering yes to the awareness question was 56 per cent.

The second Flexible Working Employees Survey (FWES2) conducted in 2005 provides a more recent benchmark and the question used was the same as that employed in WLB3. Following an explanation of the statutory provision employees were asked:

‘Are you aware of the right to request flexible working which was introduced in April 2003?’

However, the methodology and sample composition for FWES2 was somewhat different from than in WLB3, meaning again that comparisons should be treated cautiously. In FWES2, 65 per cent of employees said that they were aware of the right to request flexible working.

Request to change working arrangements

In WLB3, 17 per cent of employees had made a request in the past two years to change the way they regularly worked over a sustained period of time. This was exactly the same proportion as for WLB2.

Table 3.7: Trends in the nature of requests to change the way regularly worked amongst employees who had requested a change in WLB2 and WLB3

	WLB2 %	WLB3 %
Reduce hours/ work part-time	29	30
Change when work/number of days worked	23	25
Increase hours of work	9	12
Flexitime	13	11
Time-off/leave	8	9
Unweighted base**	314	371

** All employees who have made a request to change the way they regularly worked

Source: Stevens et al., 2004; and IES/ICM, 2006

Table 3.7 highlights the most common requests made in each of the surveys. This indicates little change in the nature of requests to change working arrangements. So, despite the indications above that the stated demand for part-time working has declined, this still remains that kind of change in working arrangements that an individual is most likely to seek.

Concluding points

This chapter has shown, over a period in which the right to request flexible working has come into force, an increase in the availability of most flexible working arrangements. However, the proportion taking up these arrangements has remained similar. Demand appears to have declined, especially in the case of part-time working, which is the most widely available form of flexible working. Nonetheless, an examination of the nature of working practice changes requested shows that a reduction in hours/move to part-time working, was the most common alteration looked for by employees in this survey.

In addition, the survey found a high level of informal and short-term flexible working arrangements in British workplaces. Only 44 per cent of employees said they were not currently working flexibly, and had not done so in the last 12 months with their current employer. This indicates a higher incidence of flexible working than the number of formal requests made by employees would suggest.

Employee attitudes to work-life balance

This chapter looks at the reasons why employees work the way they do and examines what consequences their working arrangements have on them. In addition to their own working arrangements, employees in this survey were also asked about their colleagues' flexible working arrangements. Therefore, this chapter also includes a section on the consequences of colleagues' flexible working for employees. The chapter then moves on to examine how important flexibility was when employees initially took up their jobs and how important flexibility is to them now. Employers' provision to support working parents and their role in improving work-life balance are also discussed. The chapter then explores employees' perceptions of their employers, and employees' attitudes to work-life balance. It concludes with an overview and any relevant comparison over time.

Relationships are only reported in the text of this chapter if they are statistically significant (unless otherwise stated). Throughout this chapter differences by SIC and SOC were also examined in addition to the standard breaks.

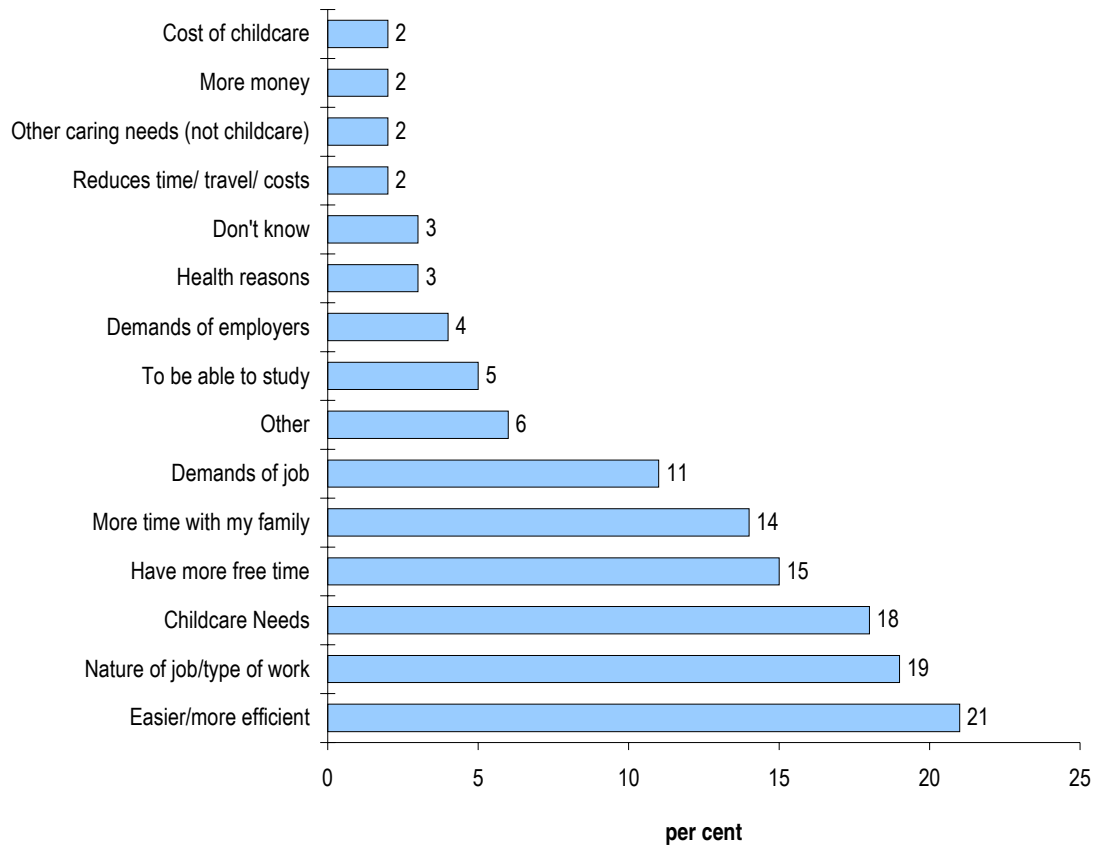
4.1 Reasons for working flexibly

Employees who worked one or more of the flexible working arrangements were asked to give the main reasons why they worked their current working arrangements. Figure 4.1 shows all the reasons given by employees (employees were able to give more than one answer to this question).

As Figure 4.1 shows, there was a mixture of responses to this question. Some of the responses can be considered as personal choice and some considered as business-related reasons. Just over one in five said working the way they did made their life easier. Fifteen per cent said they had more time this way and 14 per cent said they could spend more time with their family. Eighteen per cent gave childcare as the main reason. Almost one in five said their reason was to do with the nature of their jobs and 11 per cent mentioned demands of job as their main reason.

To enable meaningful sub-group analysis to be conducted, the most common responses to this question were grouped into 'personal choice/individual reasons' and 'business/employer reasons'. Tests were conducted to determine whether or not individual employees had given responses which fell into both groups; however, very little overlap was found, meaning that almost all employees gave EITHER personal reasons OR business reasons to explain why they chose to work the way they did (a more detailed explanation of how this question and similar questions have been treated can be found in Appendix 2).

Figure 4.1: Reasons for working their current working arrangements amongst employees who worked one or more flexible working arrangement



Unweighted base = 1,197

Note: this question was multiple response

Source: IES/ICM, 2006

The 'personal choice/individual reasons' category included the responses of 'makes my life easier', 'have more free time', 'more time with family', 'to be able to study', 'health reasons', 'reduces time/travel costs', 'the cost of paying childcare', and 'more money'. The group of responses for the 'business reasons' category included the statements 'demands of employer', 'demands of job', and 'the nature of my job/type of work'. As this question asked employees **their** reasons for working the way they do, the 'don't know' response was not relevant as an answer and was therefore not included in recoding. Similarly, the 'other' response referred to unspecified statements which could not be grouped together with either of the categories described here and was therefore not included in recoding.

Table A5.13 (see Appendix 5) gives the proportions for the recoded responses (please note that the base used in this table is different than the base used Figure 4.1 because it excludes the 'don't know' and 'other' responses, as explained above). Table A5.13 shows how responses varied by the standard sub-groups. The managerial role and household income sub-groups were the only categories that showed no statistically significant differences in the types of reasons given by employees. All the other sub-groups presented in Table 4.1 had statistically significant differences.

The largest differences in employees' responses in terms of whether they would cite 'personal' or 'business' reasons were found between:

- Full- and part-time workers, as part-timers were more likely to cite personal reasons (85 per cent compared with 66 per cent)
- those with dependant children under 6 years (84 per cent) and those without any dependant children (69 per cent)
- men and women, as women were more likely to cite personal reasons (76 per cent compared with 64 per cent).

Employees who cited 'business/employer' reasons were more likely to be:

- the public sector, as 35 per cent cited business reasons in comparison to 25 per cent from private sector
- those who were older, as 38 per cent of 45 to 54 year olds gave business reasons as compared to 22 per cent of 25 to 34 year olds
- the occupational category of managers and professionals, as 34 per cent of them cited business reasons compared with 24 per cent of those who were in the Operatives & Unskilled group
- workers in public admin, education and health, as 34 per cent mentioned business reasons compared with 19 per cent of those in the distribution, retail, hotels and restaurants.

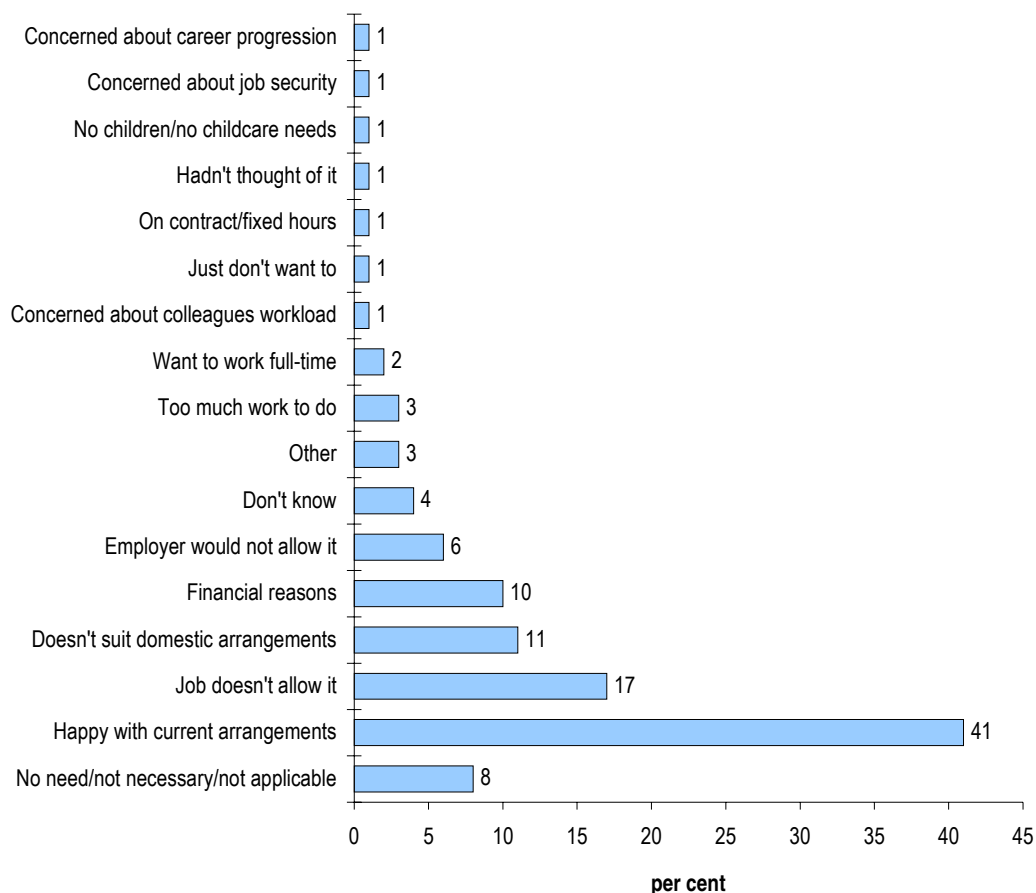
4.2 Reasons for not making use of flexible working arrangements

Employees who said they had not worked any of the flexible working arrangements but had the arrangements available to them were asked:

'You said that you do not currently make use of these arrangements...can you tell me why that is?'

Figure 4.2 shows the range of responses given by these employees (employees were able to give more than one answer to this question). As can be seen in this chart, just over four in ten employees (41 per cent) said they had not worked in any of these ways because they were happy with their current work arrangements. Eleven per cent said it did not suit domestic arrangements and almost one in ten answered there was no need or not necessary (eight per cent). A further ten per cent referred to financial reasons. There were also other statements including 'job does not allow it' (cited by 17 per cent); 'employer would not allow it' (cited by six per cent); 'too much work' (cited by three per cent); 'on fixed hours contract' (one per cent), 'concerned about career' (one per cent) and concerned about job security (one per cent) (a more detailed explanation of how these categories were treated can be found in Appendix 2).

Figure 4.2: Reasons given for not working flexibly by employees who had not worked any of the flexible arrangements



Unweighted base = 884

Note: this question was multiple response

Source: IES/ICM, 2006

These reasons described in Figure 4.2 were recoded into three categories to enable sub-group analysis. These categories were:

- Personal reasons (including the statements 'happy with current arrangement', 'doesn't suit domestic arrangements', 'no need or not necessary' and 'no children/no childcare needs').
- Financial reasons. It can be argued that financial reasons, or not being able to afford to make use of these arrangements, is somewhat different from other personal reasons/ individual choice. The results of tests supported this argument as there was very little overlap with the financial reason category and other responses under the personal reasons category. Therefore, this response was treated as a separate category.
- Business/employer/nature of job-related reasons (including 'employer would not allow it', 'job doesn't allow it', 'on contract/fixed hours', 'too much work to do', 'concerned about career progression' and 'concerned about job security').

As this question asked employees **their** reasons for not making use of flexible arrangements, the 'don't know', 'hadn't thought of it', 'just don't want to' and 'other' responses were not relevant as an answer because they referred to unspecified statements and were therefore not included in recoding.

The three categories described above for this question were used for the subgroup comparisons given in Table A5.14 (see Appendix 5), which details the proportions for the recoded responses (please note that the base in this table is different than the base in Figure 4.2 because it excludes the categories given above).

As can be seen in Table A5.14, employees who worked in the other services category (84 per cent) were more likely than those in transport, storage and communication (54 per cent) to cite personal reasons for not making use of flexible working, as were:

- those in the operatives and unskilled group (70 per cent) as compared to employees in clerical and skilled manual (60 per cent)
- employees with managerial duties (67 per cent)
- female employees (66 per cent).

The employees most likely to cite financial reasons were:

- employees who work in services and sales (19 per cent)

The employees most likely to give business/employer reasons were:

- men (29 per cent) as compared to women (21 per cent).

4.3 Consequences of flexible working for the individual

Employees who said they had taken up one or more of the flexible working arrangements in the last 12 months were asked to state what had been the positive and negative consequences of them being able to work in these ways.

Positive consequences of working flexibly for the individual

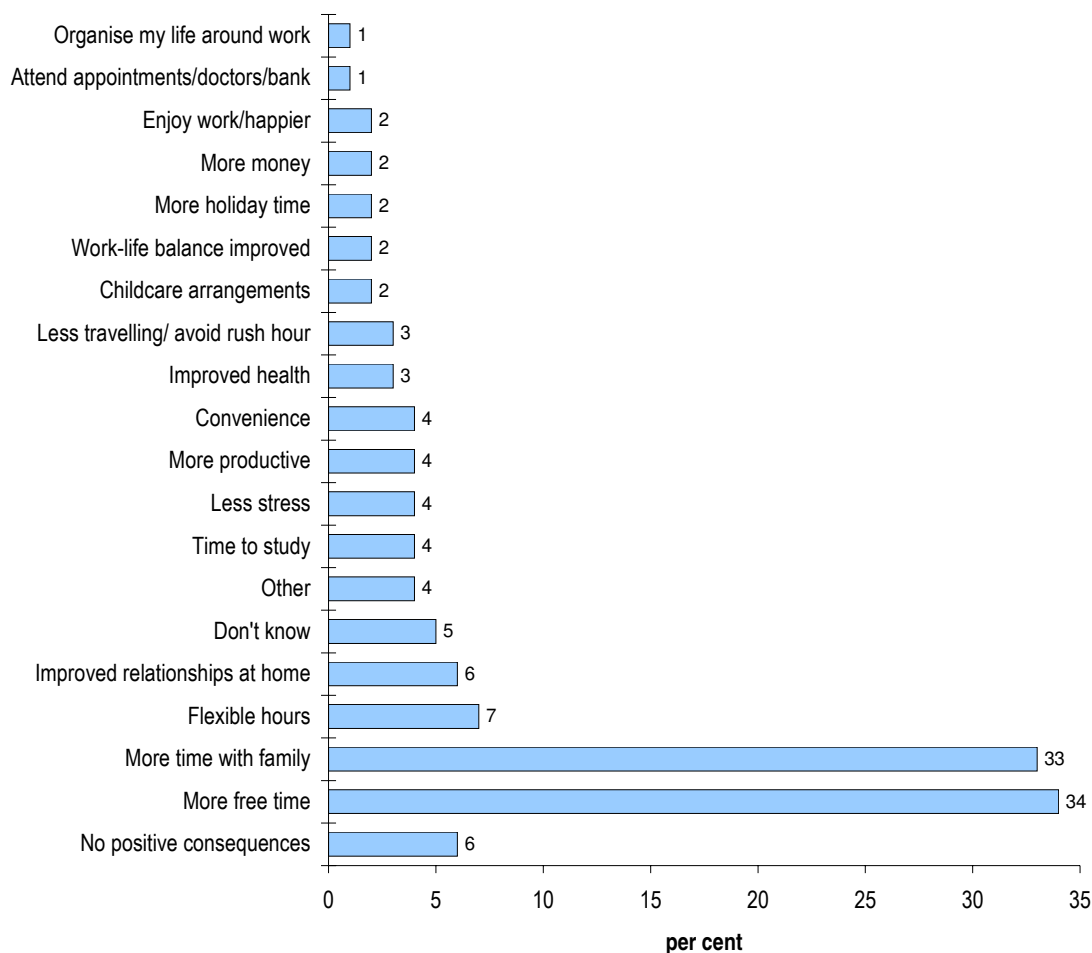
Employees who had worked one or more of the flexible arrangements were asked:

‘What have been the positive consequences of you being able to ...?’

Figure 4.3 shows the range of responses given by employees who had worked one or more of the flexible arrangements (employees were able to give more than one answer to this question). Amongst the most frequently cited positive consequences of taking up flexible working were having free time in general (34 per cent) and having more time to spend with family (33 per cent). Some employees also mentioned having more time to be able to spend on other activities such as completing a course/studying (four per cent) or having more holiday time (two per cent). Those citing any of these responses were grouped under the ‘having more time’ category.

There were other responses that referred to ‘convenience/flexibility’ aspect of working flexible arrangement, including ‘working the hours I want’ (cited by seven per cent), ‘convenient/suits me’ (four per cent), ‘avoid rush hours’ (three per cent), ‘childcare arrangements’ (two per cent) or ‘attend appointments’ (one per cent). Those who mentioned any of these consequences were grouped under the second category of ‘convenience’.

Figure 4.3: The positive consequences of flexible working arrangements cited by employees who had worked one or more of the arrangements



Unweighted base = 1,197

Note: this question was multiple response

Source: IES/ICM, 2006

Some employees also mentioned various aspects of their lives improving as a result of taking up flexible working arrangements. The responses of 'improved relationships' (cited by six per cent), 'not suffering from as much stress' (four per cent), 'improved health' (two per cent), 'improved work-life balance' (two per cent) and 'enjoying work more/being happier' (two per cent) were grouped together as the third category of 'improved work-life balance'.

Only six per cent said that they had experienced 'no positive consequences' as a result of flexible working; this group was treated separately as the fourth category. Tests were conducted to check the response overlap between these four categories and the results showed very little overlap, which meant that almost all employees cited consequences that fell into one of these four categories.

The four categories described above were used for the analysis of sub-group comparisons. As this question asked employees **their** responses on what positive consequences their flexible working had on them, the 'don't know' and 'other' responses were not relevant as an answer because they referred to unspecified statements and were therefore not included in recoding. Also, the

responses of 'more money' and 'organise my life around work' were excluded from recoding as they did not fit in with any of the four categories.

Table A5.15 (see Appendix 5) reports the proportions for the recoded responses (please note that the base in this table is different than the base in Figure 4.3 because it excludes the categories described above). As this table shows, employees who were most likely to cite 'having more time' as an experienced positive consequence were:

- those with dependant children aged under six (84 per cent) and those with children aged six and over (76 per cent)
- part-time workers (78 per cent) as well as the part-time workers of the flexible workers category (76 per cent)
- 16 to 24 year olds (74 per cent)
- women (72 per cent).

Employees who were more likely to give reasons referring to 'convenience' as one of the experienced consequences of working flexibly were:

- those aged 45 to 54 (19 per cent)
- flexible workers who are not part-timers (16 per cent).

Although the table indicates that those with a household income of £40,000 or greater cited 'convenience' as an experienced consequence (cited by 18 per cent), this was not statistically significant.

Employees who mentioned 'improved work-life balance' were more likely to come from the following groups:

- those with managerial duties (15 per cent)
- men (14 per cent)
- 25 to 34 year olds as well as those aged 55 and over (both with 14 per cent).

As mentioned before, there were also those (seven per cent) who said working flexibly had no positive consequences for them. The groups which were least likely to cite this were:

- those with dependant children aged under six (one per cent)
- 25 to 34 year olds (three per cent)
- women (five per cent)
- part-time workers (five per cent) as well as the part-time workers of the flexible workers category (also five per cent).

The sub-group analysis by industry of employment and occupational group showed no statistically significant differences in the likelihood that employees would cite different consequences for taking up any of the flexible working arrangements.

It was also important to examine whether the cited positive consequences showed variations depending on which type of flexible working arrangement was taken up by the employee. Table 4.1 presents the results of this analysis. There was a high overlap of responses on types of flexible arrangements (ie those who reported working flexible arrangements were highly likely to work more than one kind of arrangement), and it is not, therefore, appropriate to use

significance testing on multiple responses. It should be noted that the figures given in Table 4.1 are the percentage distribution of employees' responses within each kind of flexible arrangement worked. They give a good indication of how responses varied by the type of flexible working arrangements worked by employees.

Table 4.1: The positive consequences of flexible working arrangements cited by those who had worked one or more flexible arrangement, by types of arrangement worked

		Having more time %	Convenience %	Improved WLB %	Nothing/no positive consequence %	Unweighted base
All employees who had worked one or more of the flexible arrangements		69	13	11	7	1,095
Type of flexible working arrangement worked	Part-time	76	10	9	5	523
	Term time only	68	10	11	11	280
	Job share	70	12	16	2	109
	Flexitime	73	14	10	3	503
	Working reduced hours	67	12	19	2	187
	Working from home	59	22	14	5	194
	Working a compressed week	70	13	13	5	155
	Annualised hours	63	13	14	10	117

Notes: 'Don't know' and 'other' responses not included in recoding of consequences

Source: IES/ICM, 2006

Table 4.1 indicates that 'having more time' was the main positive consequence cited by employees with all types of flexible working arrangements. It was cited most by those who had worked part-time (76 per cent) or flexitime (73 per cent), and least by those who had worked from home on a regular basis (59 per cent) or who had worked annualised hours (63 per cent). 'Convenience' was most cited by those working from home (22 per cent), whilst 'improved WLB' was a more frequently mentioned positive consequence for employees who had worked reduced hours for a limited period (19 per cent) or those who had job-shared (16 per cent).

The table also shows that 'no positive consequences' was cited more than the average by those who had worked term-time only (11 per cent) or had worked annualised hours (ten per cent). However, very few of those who had job shared (two per cent), worked reduced hours for a limited period (two per cent) or had worked flexitime (three per cent) reported no positive consequence. However, as stated above, these results cannot be tested for significance.

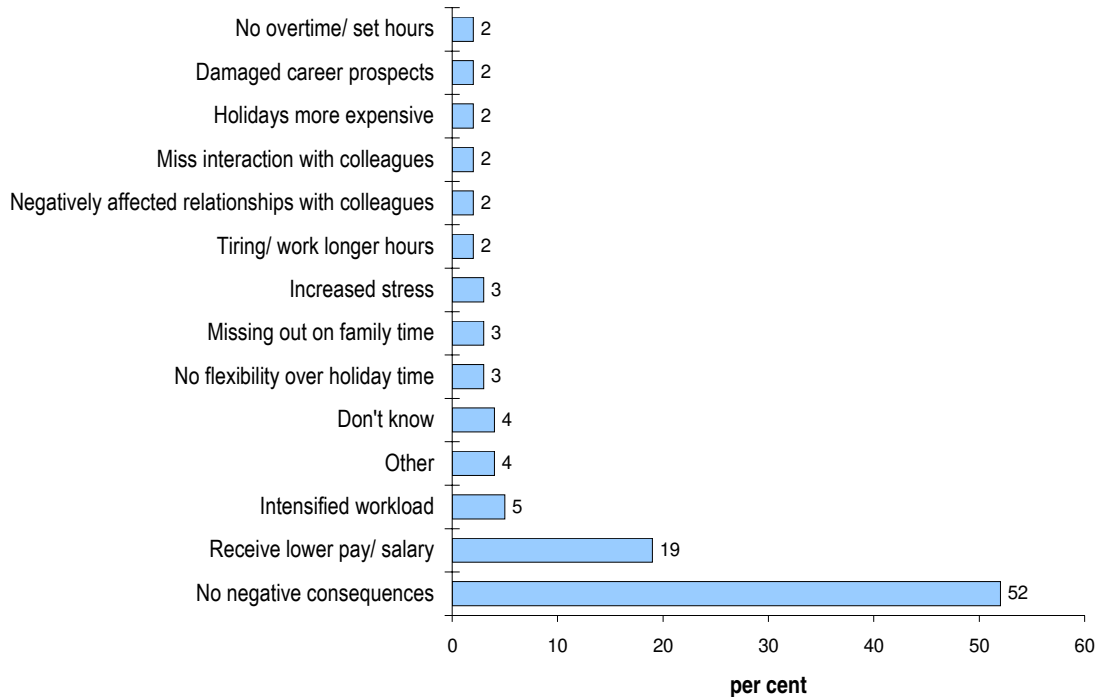
Negative consequences of working flexibly for the individual

Employees were asked:

'What have been the negative consequences of you being able to ...?'

Figure 4.4 shows the range of responses given by employees who had worked one or more of the flexible arrangements (employees were able to give more than one answer to this question).

Figure 4.4: The negative consequences of flexible working arrangements cited by employees who had worked one or more of the arrangements



Unweighted base = 1,197

Note: this question was multiple response

Source: IES/ICM, 2006

As can be seen in Figure 4.4, more than half of the employees (52 per cent) who had worked one or more flexible arrangements said they had experienced 'no negative consequences'. The most frequently cited negative consequence of taking up flexible working was receiving less money (19 per cent). The other responses included 'intensified workload' (three per cent), 'missing out on family time' (three per cent), 'increased stress' (three per cent), 'holidays become more expensive' (two per cent) and 'no overtime to make more money' (two per cent).

To enable meaningful sub-group comparisons, these responses were recoded into the following three categories (see Appendix 2 for a more detailed explanation):

- The financial detriment category (including the responses of 'lower pay/less money', 'more expensive holidays', and 'no overtime to make more money').
- The reduced work-life balance category (including 'intensified workload', 'damaged career prospect', 'increased stress level', 'no flexibility over holiday time', 'negatively affected relationship with colleagues/manager', 'tiring/work longer hours', missing out on family time').
- The response of 'nothing/no negative consequences' was treated separately as the third category.

As this question asked employees **their** responses on what negative consequences their flexible working had on them, the 'don't know' and 'other' responses were not relevant as an answer because they referred to unspecified statements and were therefore not included in recoding. Also, the responses of 'miss interaction with colleagues' was excluded from recoding as it did not fit in with any of the three categories.

Table A5.16 (see Appendix 5) reports the proportions for the recoded responses (please note that the base in this table is different than the base in Figure 4.4 because it excludes the categories described above). The sub-group analysis given in this table shows how responses varied. The sector, number of employees and parental status categories were the only categories that showed no statistically significant differences in the types of negative consequences given by employees. As can be seen in Table A5.16, employees who were most likely to cite 'financial detriment' as an experienced negative consequence were:

- part-time workers of the flexible workers group (44 per cent) and part-timers compared to full-timers (39 per cent)
- 16 to 24 year olds (42 per cent)
- employees working in distribution, retail and hotels (42 per cent)
- services and sales workers (39 per cent)
- parents of dependant children aged under six (37 per cent)
- employees with a household income of less than £15,000 (37 per cent).

The groups which were most likely to give responses referring to 'reduced WLB' were:

- employees with a household income of £40,000 or more (19 per cent)
- workers in other services (19 per cent) and those in manufacturing (17 per cent)
- other flexible workers (not part-timers) (17 per cent)
- those who were members of trade union/staff association (17 per cent)
- managers and professionals (16 per cent)
- men (16 per cent)

A large proportion of employees said that they had experienced no negative consequences as a result of taking up flexible working. Those who cited this more than the average were more likely to come from the following groups:

- construction workers (77 per cent)
- other flexible workers (not part-timers) (68 per cent)
- older workers, 45 to 54 year olds (66 per cent) and those aged 55 and over (also 66 per cent)
- full-time workers (65 per cent)
- those with managerial duties (64 per cent).

Whether responses on negative consequences showed any variations depending on which type of flexible working arrangement was taken up by the employee was also examined. Table 4.2 reports the percentage distribution of

how employees' responses varied within each type of flexible working arrangement. It should be noted that it is not appropriate to use significance testing on multiple responses.

Table 4.2: The negative consequences of flexible working arrangements cited by those who had worked one or more flexible arrangement, by types of arrangement worked

		Financial detriment %	Reduced WLB %	Nothing/ no negative consequences %	Unweighte d base
All employees who had worked one or more of the flexible arrangements		29	13	58	1,069
Type of flexible working arrangement worked	Part-time	44	9	47	501
	Term time only	38	11	51	268
	Job share	35	10	55	102
	Flexitime	18	13	69	504
	Working reduced hours	35	9	56	180
	Working from home	10	19	71	185
	Working a compressed week	23	24	53	150
	Annualised hours	29	19	51	115

Notes: 'Don't know' and 'other' responses not included in recoding of consequences
Source: IES/ICM, 2006

Table 4.2 indicates that 'financial detriment' was cited most by those who had worked part-time (44 per cent) or term time only (38 per cent) whilst this seemed to be cited less than the average by those who had worked from home on a regular basis (ten per cent) or those who had worked flexitime (18 per cent). For those working a compressed week, 'reduced WLB' seemed to be the most notable negative consequence (24 per cent) and this was also the case for those who had worked from home on a regular basis (19 per cent).

The table also shows that the response of 'no negative consequences' was cited more than the average by those who had worked from home (71 per cent) or had worked flexitime (69 per cent). However, this was cited much less than the average by those who had worked part-time (47 per cent). However, as stated above, these results cannot be tested for significance.

4.4 Consequences for employees of colleagues' flexible working arrangements

In addition to consequences of their own flexible working arrangements, employees in this survey were also asked about both positive and negative consequences of their colleagues' flexible working arrangements for them.

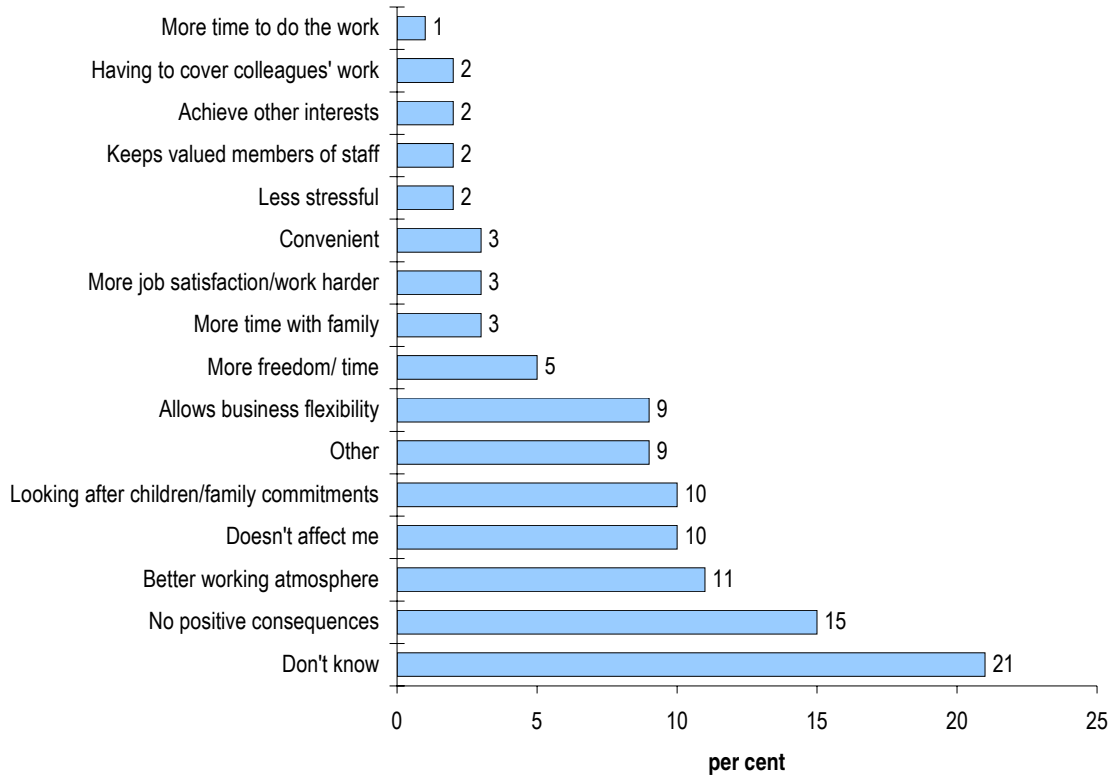
Positive consequences for employees of colleagues' working flexibly

Employees whose colleagues had worked one or more of the flexible working arrangements were asked:

'What have been the positive consequences for you, of your colleagues being able to ...?'

Figure 4.5 shows the range of responses given by the employees whose colleagues had worked one or more of the flexible working arrangements (employees were able to give more than one answer to this question)

Figure 4.5: The positive consequences of colleagues' working flexibly cited by employees who had colleagues who worked one or more of the arrangements



Unweighted base = 1,588

Note: this question was multiple response

Source: IES/ICM, 2006

As can be seen in Figure 4.5, one in six employees (15 per cent) said that their colleagues' working arrangements had 'no positive consequences' for them whilst ten per cent said 'it did not affect them'. There was also a mixture of other responses to this question, such as 'better working atmosphere/staff happier' (cited by 11 per cent), 'looking after children/family commitments' (10 per cent), 'allows business flexibility' (nine per cent), 'more freedom/time (five per cent). Less frequently cited responses included 'staff working harder/more job satisfaction' (three per cent), 'spend more time with family' (three per cent), 'convenience' (three per cent), less stressful (two per cent) or more time to do work (one per cent).

Some of the statements cited by employees suggest that there seemed to be a misunderstanding by employees here. Although employees were asked about what the consequences had been for them, of their colleagues' flexible working, some answered this question by citing what they thought the consequences had been for their colleagues.

To enable meaningful sub-group analysis to be conducted, the responses to this question were recoded into the following categories:

- Work environment benefits (including the statements 'happier/better work atmosphere', 'more job satisfaction', 'less stressful', 'more time to work').
- Business benefits (including 'allows business flexibility', 'achieve other interests', 'keeps valued staff').
- Individual benefits (including responses of those who answered this question by citing what they thought the consequences had been for their colleagues, such as 'people can look after children/family', 'spend more time with family', 'more time/freedom' or 'convenient').
- The response of 'no positive consequences/nothing'.
- The response of 'does not affect me'.
- The 'don't know' response (as this question asked employees about **their colleagues'** working arrangement, the 'don't know' response was relevant to this question and was therefore treated as a separate response category).

The response of 'other', however, referred to unspecified statements and were therefore excluded from recoding. Similarly, the response of 'having to cover for colleagues work' did not fit in with any of the recoded categories and was also excluded from recoding.

Table 4.3 below and Table A5.17 (Appendix 5) give the proportions for the recoded responses (please note that the base used in these tables is different than the base used in Figure 4.5 above, as it excludes the categories described above). This table shows that 48 per cent of employees whose colleagues had worked flexibly cited one or more positive consequences. The number of employees, trade union/staff association membership and parental status categories were the only categories that showed no statistically significant differences in the responses given by employees for the negative consequences of colleagues' flexible working.

As can be seen in Table A5.17, employees who were most likely to cite 'individual benefits' (18 per cent) as an experienced positive consequence of their colleagues' working flexibly were:

- employees who worked in transport, storage and communication organisations (24 per cent)
- part-time workers compared to full-time workers (22 per cent) and part-time workers of the flexible workers group (also 22 per cent).

Almost as many employees (17 per cent) cited 'work environment benefits, especially:

- employees with a household income of £40,000 or more (25 per cent)
- managers and professionals (23 per cent)
- public sector workers (21 per cent)
- other flexible workers (excluding part-timers) (20 per cent).

The group of employees who were more likely to mention 'business benefits' were:

- construction workers (33 per cent)
- 16 to 24 year olds (19 per cent)
- men (16 per cent)

- employees who are in operatives and unskilled (16 per cent).

There were also those (12 per cent) who said that their colleagues' flexible working had not affected them. The groups that were most likely to cite this were:

- older employees, those aged 55 and over (17 per cent)
- non-flexible workers (15 per cent).

More than one in six employees (17 per cent) said that their colleagues' working arrangements had no positive consequences for them. Amongst those who were most likely to cite this were the following groups:

- 45 to 54 year olds (21 per cent)
- employees with a household income of £15,000 to 24,999 (21 per cent).

Finally, almost a quarter of employees (23 per cent) said that they did not know. This was a separate response category with almost no overlap with those in the 'no positive consequence' category. Employees who were most likely to be in this 'don't know' category were:

- employees with a household income of less than £15,000 (28 per cent)
- workers in manufacturing organisations (27 per cent).

Responses were also examined by the type of flexible working arrangement worked by employees' colleagues. Table 4.3 shows the percentage distribution of the positive consequences given within each kind of flexible working arrangement. It is not appropriate to use significance testing on multiple responses.

Table 4.3 indicates that 'work environment benefits' were cited most by those who had worked from home (26 per cent), had worked reduced hours for a limited period (24 per cent) or had worked flexitime (23 per cent). 'Individual benefits' seemed to be cited more than the average by those who had worked part-time or a compressed working week (both 20 per cent). Only nine per cent of employees who worked annualised work hours said that their colleagues' flexible arrangements had not affected them.

The table also shows that the response of 'no positive consequences' was cited more than the average by those who had worked from home (20 per cent) and the lowest rate of 'don't know' response also came from those who had worked from home (15 per cent). However, as stated above, these results cannot be tested for significance.

Table 4.3: The positive consequences of colleagues' flexible working arrangements cited by employees who had colleagues who worked one or more of the arrangements (by type of arrangement worked by employees' colleagues)

		Work environment benefits	Business benefits	Individual benefits	Does not affect me	No positive consequences	Don't know	Unweighted base
		%	%	%	%	%	%	
All employees who had colleagues who worked one or more of the arrangements		17	13	18	12	17	23	1,427
Type of flexible arrangement worked by employees' colleagues	Part-time	17	15	20	11	14	23	1,006
	Term time only	20	11	19	11	14	24	391
	Job share	22	16	19	10	15	19	373
	Flexitime	23	15	17	10	14	20	652
	Working reduced hours	24	14	18	12	14	18	471
	Working from home	26	12	17	11	20	15	307
	Working a compressed week	20	14	20	11	16	19	298
	Annualised hours	22	14	17	9	16	21	196

Notes: 'Other' responses not included in recoding of consequences

Source: IES/ICM, 2006

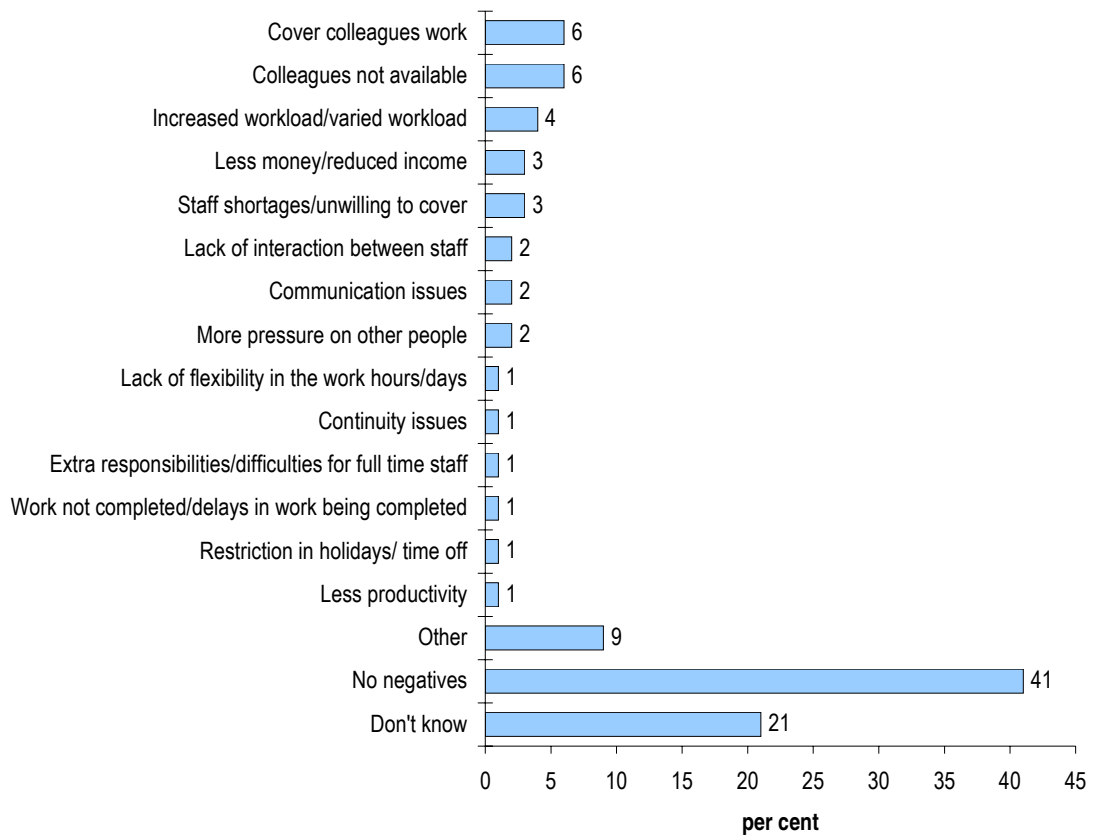
Negative consequences of colleagues' working flexibly for employees

Employees whose colleagues had worked one or more of the flexible working arrangements were also asked

'What have been the negative consequences for you, of your colleagues being able to ...?'

Figure 4.6 shows the types of responses given by employees whose colleagues had worked one or more of the flexible working arrangements (employees were able to give more than one answer to this question).

Figure 4.6: The negative consequences of colleagues' flexible working arrangements cited by employees who had colleagues who worked one or more of the arrangements



Unweighted base = 1,588

Note: this question was multiple response

Source: IES/ICM, 2006

As can be seen in Figure 4.6, just over two-fifths (41 per cent) said that they had experienced 'no negative consequences' of their colleagues' flexible working. A further one-fifth (21 per cent) said they did not know. There were also less frequently cited responses such as 'having to cover colleagues work' (six per cent), 'colleagues not available' (six per cent), 'increased workload' (four per cent), 'less money' (three per cent), or 'more pressure on other people' (two per cent).

These responses were recoded into the following categories:

- Work-related consequences (including 'having to cover colleagues' workload', 'increased workload', 'staff shortages/ staff unwilling to provide cover', 'more/extra responsibilities', 'less productivity', 'work not completed /delays').
- Individual consequences (including 'reduced income', 'more stressful', 'lack of flexibility in work hours/days', 'restrictions in holidays/time off'). The response relating to finance/income was put into this category as there were only 51 employees who cited this as a consequence. Again, there seemed to be a misunderstanding by employees here. Although they were asked about what the consequences had been for them, of their colleagues' flexible working, some answered this question by citing what they thought the consequences had been for their colleagues. Therefore, this category was called 'individual consequences'.
- Communication-related consequences (including 'colleagues not being available for meetings', 'lack of interaction/people not knowing what's going on', 'communication issues').
- The response of 'no negative consequences/nothing'.
- The 'don't know' response (as this question asked employees about **their colleagues'** working arrangement, the 'don't know' response was relevant to this question and was therefore treated as a separate response category).

The response of 'other', however, referred to unspecified statements and were therefore excluded from recoding. Similarly, the response of 'continuity issues/don't get to finish things off' did not fit in with any of the recoded categories and was also excluded from recoding.

Table 4.4 below and Table A5.18 (Appendix 5) give the proportions for the recoded responses (please note that the base used in these tables is different than the base used in Figure 4.6 above as it excludes the categories described above). These tables show that 33 per cent of employees whose colleagues had worked flexibly cited one or more negative consequences. The categories that showed no statistically significant differences were gender, trade union/staff association membership and parental status. All the other sub-groups presented in Table A5.18 had statistically significant differences.

The 15 per cent who were most likely to cite 'workload-related' consequences were:

- employees with managerial duties (19 per cent), compared with 12 per cent of those without managerial duties
- 25 to 34 year olds (18 per cent), compared with those aged 55 and over (nine per cent).

Amongst the eight per cent who were most likely to mention 'individual/personal' consequences were:

- workers in construction organisations (12 per cent), compared with five per cent of workers in transport, storage and communication
- employees with household income of less than £15,000 (11 per cent), compared with four per cent of those with £25,000 to £39,999
- part-time workers (11 per cent) of the flexible workers category, compared with six per cent of non-flexible workers.

Overall, ten per cent of employees had given 'communication-related issues' as experienced negative consequences of their colleagues' flexible working. Those who were more likely than the average to cite communication issues were:

- those with household income of £40,000 or more (20 per cent)
- workers in banking, finance and insurance organisations (20 per cent)
- managers and professionals (15 per cent)
- employees who worked in organisation with more than 250 staff (14 per cent).

After responses were recoded, 45 per cent of the employees fell into the 'no negative consequences' category. Amongst those who were most likely to cite this were:

- part-time workers (50 per cent)
- those in operatives and unskilled occupations (50 per cent)
- those without managerial responsibilities (49 per cent)
- public sector employees (48 per cent).

Table 4.4: The negative consequences of colleagues' flexible working arrangements cited by employees who had colleagues who worked one or more of the arrangements (by type of arrangement worked by employees' colleagues)

		Work-load related consequences %	Individual consequences %	Communication related consequences %	No negative consequences %	Don't know %	Unweighted base
All employees who had colleagues who worked one or more of the arrangements		15	8	10	45	23	1,437
Type of flexible arrangement worked by employees' colleagues	Part-time	15	9	8	44	24	1,000
	Term time only	15	8	10	42	25	394
	Job share	14	6	12	46	22	373
	Flexitime	14	7	12	45	22	638
	Working reduced hours	22	9	9	43	17	467
	Working from home	14	3	23	41	19	296
	Working a compressed week	18	10	9	41	21	304
	Annualised hours	15	11	9	39	27	190

Notes: 'Other' responses not included in recoding of consequences

Source: IES/ICM, 2006

Responses were also examined by the type of flexible working arrangements taken up by employees' colleagues. Table 4.4 gives the percentage distribution of the negative consequences given within each kind of flexible working

arrangements. It is not appropriate to use significance testing on multiple responses.

Table 4.4 indicates that 'workload-related' consequences were cited most by those who had worked reduced hours for a limited period (22 per cent) or those who had worked a compressed week (18 per cent). Those who worked annualised hours cited 'individual consequences' most (11 per cent). Communication-related issues seemed to be the most notable negative consequence of colleagues' working from home on a regular basis (23 per cent). The table also shows that the response of 'no negative consequences' was cited less than the average by those who had worked annualised hours (39 per cent). However, as stated above, these results cannot be tested for significance.

4.5 Importance of flexibility to employees

Importance of flexibility to job choice

Employees were asked how important the availability of flexible working for them when they initially deciding to work with their current employer. Nineteen per cent of all employees answered that flexibility was very important, 20 per cent said it was quite important and 61 per cent said flexibility was not important for them when they initially took up their current job.

Table A5.19 (see Appendix 5) shows the results of the sub-group analysis. The trade union/staff association membership category was the only sub-group which did not show any significant differences in responses. As can be seen, part-time workers (38 per cent) were three times as likely as full-time employees (12 per cent) to say that flexible working was very important when initially deciding to work with current employer. Above average responses were also recorded by:

- employees with dependant children aged six and over (29 per cent) compared to those with no dependant children (16 per cent)
- women (27 per cent) as compared to men (11 per cent)
- those in services and sales occupations (29 per cent) compared to managers and professionals (15 per cent)
- employees in public admin, education and health organisations (24 per cent) compared to those in manufacturing (nine per cent)
- public sector employees (24 per cent) compared to private sector workers (16 per cent).

Employees who were more likely than the average to say quite important were:

- 16 to 24 year olds (27 per cent)
- those with household income of less than £15,000 (24 per cent)
- workers in construction (24 per cent)
- employees in clerical and skilled manual occupations (24 per cent).

Overall, 61 per cent of employees said that flexibility was not important for them. Employees who were more likely than the average to say it was not important were the following groups:

- non-flexible workers (77 per cent)
- employees in manufacturing (73 per cent)

- full-time workers (70 per cent)
- those with household income of £40,000 or more (70 per cent).

Importance of flexibility now

Employees were also asked:

‘How important is the availability of flexible working for you now?’

One in four of all employees said that flexibility was very important for them now, 28 per cent said it was quite important and almost half (47 per cent) said flexibility was not important for them. There was a significant reduction (14 per cent) in the ‘not important’ category when the question concerned current situation. Table A5.20 (see Appendix 5) reports the details of the sub-group analysis by the standard breaks.

The results of the sub-group analysis showed no statistically significant differences in the responses of the four subgroups number of employees, managerial duties, household income and trade union/staff association membership. There were significant differences, however, for all the other groups. As can be seen in Table A5.20, the following sub-groups were most likely to say it was very important for them to have flexibility in their current job:

- Part-time workers compared to full-time workers (41 vs. 20 per cent).
- Employees with dependant children aged under six (40 per cent) and aged six and over (34 per cent) as compared to those with no dependant children (21 per cent).
- 35 to 44 year olds (33 per cent) as compared to those aged 55 and over (15 per cent).
- Women (33 per cent) compared to men (18 per cent).
- Workers in services and sales (33 per cent) as compared to those in operatives and unskilled occupations (20 per cent).

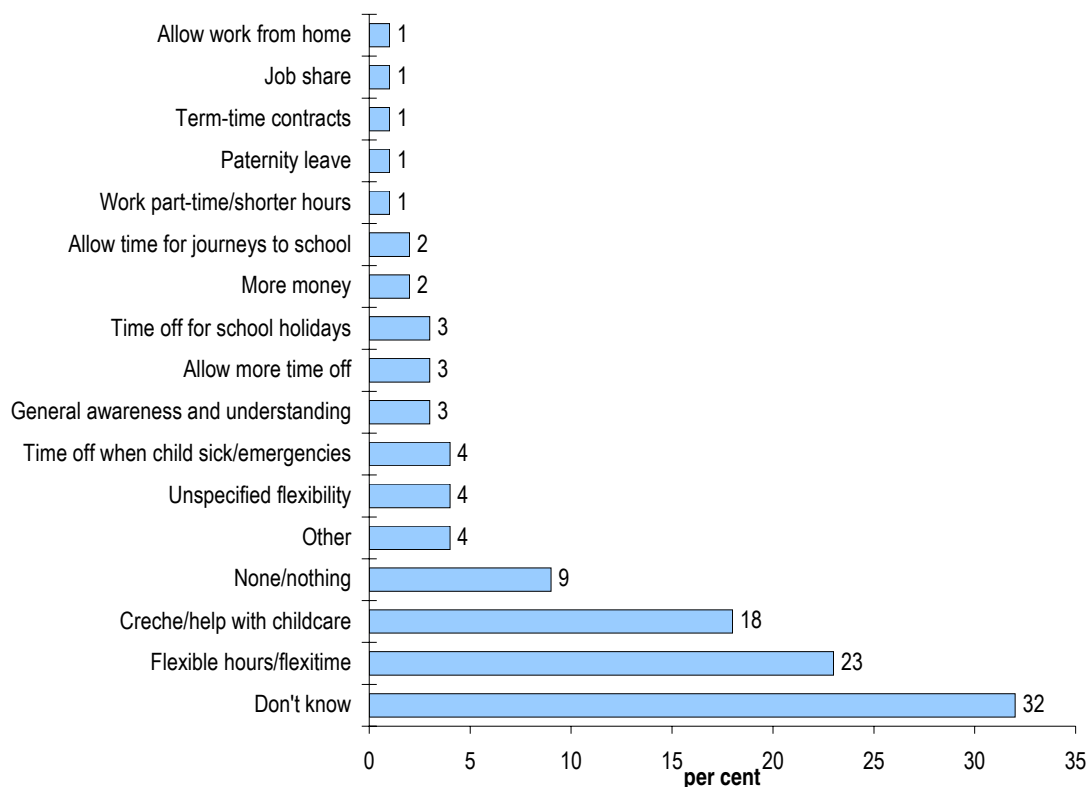
Employees who were more likely than the average to say flexibility was not important for them were:

- employees aged 55 and over (64 per cent)
- non-flexible workers (64 per cent)
- those who worked in manufacturing (58 per cent) and construction (58 per cent)
- men (53 per cent).

4.6 Action to support working parents

Employees were asked what the one main arrangement, if any, would be that employers could provide to support working parents (employees were able to give more than one answer to this question but the response overlap was not large as around ten per cent gave more than one answer).

Figure 4.7: The one main arrangement employees said employers could provide to support working parents



Unweighted base = 2,081

Note: this question was multiple response

Source: IES/ICM, 2006

Figure 4.7 shows the range of responses given by all employees. Almost one-third of the employees (32 per cent) said they did not know. Nine per cent said there was nothing that their employer could do to support working parents. The other frequently cited responses included 'flexible hours'/flexitime' (cited by 23 per cent) and 'crèche/help with childcare' (18 per cent). There were also responses which were cited less frequently such as 'time off work when child is off sick' (four per cent), 'allow more time off for school holidays' (three per cent) and 'time off for school holidays' (three per cent).

The following categories were grouped together to ensure meaningful sub-group analysis:

- Flexibility in working arrangement (including "flexible hours'/flexitime', 'allow to work from home', 'job share' , 'term-time contracts', 'work part time/shorter hours').
- Help with childcare arrangements (including 'crèche/help with childcare', time off work when child is sick', 'allow more time off for school runs', 'paternity leave', 'allow more time off', 'allow time off for school holidays', 'general awareness and understanding').
- The response of none/nothing referring to employers could do nothing to support working parents

- The 'don't know' response (as this question asked employees about **their employer's** action, the 'don't know' response was relevant to this question and was therefore treated as a separate response category.

The response of 'other', however, referred to unspecified statements and were therefore excluded from recoding. Similarly, the response of 'unspecified flexibility' and 'more money/higher salary' did not fit in with any of the recoded categories and were excluded from recoding.

Table A5.21 (see Appendix 5) gives the proportions for the recoded responses (please note that the base used in this table is different than the base used in Figure 4.7 as it excludes the categories described above). This table shows how responses varied by the standard sub-groups. The results of the analysis by trade union/staff association membership showed no statistically significant differences in employees' responses. All the other sub-group comparisons showed significant differences.

Overall, over a quarter (28 per cent) of employees cited flexibility in working arrangements or hours, while the same proportion cited help with childcare. Employees who were most likely to cite that their employers could provide them with flexibility in their working arrangements or hours were:

- parents with dependant children under six (36 per cent) as compared to parents with children aged six and over (27 per cent) or employees with no dependant children (27 per cent)
- employees with household income of £40,000 or more (35 per cent) as compared to those with household income of less than £15,000 (26 per cent)
- workers in banking, finance and insurance organisations (34 per cent)
- 25 to 34 year olds (32 per cent).

The following sub-groups were more likely than the average to say that their employers could provide help with childcare:

- Parents with dependant children aged six and over (40 per cent) and parents with children aged under six (34 per cent).
- Workers in other services (40 per cent) and also those in public admin, education and health organisations (38 per cent).
- Public sector workers (39 per cent).
- Employees in workplaces with more than 250 staff members (36 per cent).
- Part-time workers (35 per cent).

Over one-third (35 per cent) of employees said that they did not know what their workers could provide to support working parents. The following sub-groups were more likely than the average to say they did not know:

- workers in operatives and unskilled occupations (46 per cent)
- employees in manufacturing organisations (44 per cent)
- those aged 55 and over (43 per cent).

4.7 Employers' role in improving work-life balance

Employees in this survey were asked:

'What single thing, if anything, could your employer reasonably provide for you personally to achieve better work-life balance?'

Employees were able to give more than one answer to this question, but the response overlap was less than ten per cent where people gave more than one answer, and the overlap was for responses that covered similar contents.

Figure 4.8 shows the range of responses given by all employees. One in four employees answered that they were happy with their work arrangements and that their employer could do nothing. Almost a quarter of employees (23 per cent) said that they did not have an answer to this question. Just over one in ten said 'pay increase' (11 per cent) whilst eight per cent mentioned 'flexitime'. A further eight per cent said 'lighten workload/more staff'. There were also other responses, which were cited less frequently by employees, such as 'improve facilities/equipment' (three per cent), 'reduce work hours' (three per cent), or better communication with senior staff (two per cent).

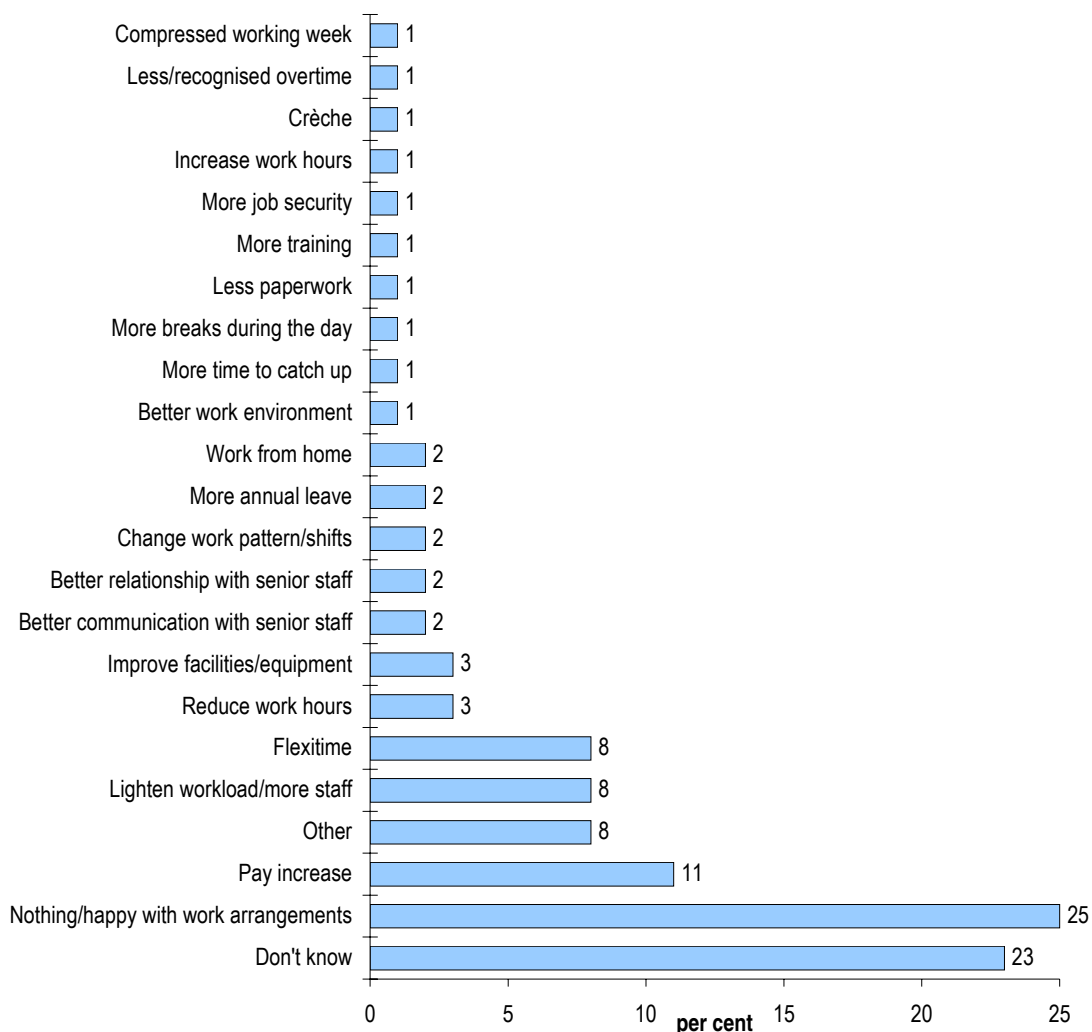
These responses given in Figure 4.8 were recoded into the following categories to enable meaningful sub-group analysis:

- Flexibility in working arrangements (including 'flexitime', 'work from home', 'compressed working week', 'increase/reduce work hours', 'change shifts', 'less overtime/recognised overtime', 'more annual leave').
- Better resources and work environment (including 'lighten workload', 'more breaks during the day', 'less paperwork', 'more training', 'more time to catch up', 'better work environment', 'improve facilities/equipment', 'better relationship with senior staff', 'better communication with senior staff').
- The response of 'pay increase'.
- The response of 'nothing/happy with work arrangements'.
- The 'don't know' response (as this question asked employees about **their employer's** action, the 'don't know' response was relevant to this question and was therefore treated as a separate response category).

The response of 'other', however, referred to unspecified statements and were therefore excluded from recoding. Similarly, the response of 'crèche' and 'more job security' did not fit in with any of the recoded categories and were excluded from recoding.

Table A5.22 (see Appendix 5) gives the proportions for the recoded responses (please note that the base used in this table is different than the base used in Figure 4.8 as it excludes the categories described above). This table reports the results of the sub-group analysis. The results of the analysis by trade union/staff association membership and by parental status showed no statistically significant differences in employees' responses.

Figure 4.8: The single thing employees felt employers could provide to improve their work-life balance



Unweighted base = 2,081

Note: this question was multiple response

Source: IES/ICM, 2006

One-fifth of employees cited flexible working arrangements, and almost as many (19 per cent) wanted better resources and work environment (including communications). As can be seen in Table A5.22, some sub-groups were most likely to give responses which covered flexibility in working arrangements when answering the question what single thing that their employers could provide for them personally to achieve better work-life balance. These groups were:

- Employees with household income of £40,000 or more (28 per cent) as compared with employees with household income of less than £15,000 (16 per cent).
- Those working in banking, finance and insurance organisations (27 per cent) as compared to employees in distribution, retail and hotels (17 per cent).
- 25 to 34 year old workers (26 per cent) as compared to those aged 55 and older (ten per cent).

For other sub-groups, employers' provision of better resources and work environment (including communication) was more important. Employees who were more likely than the average to cite this aspect were:

- employees in public sector (27 per cent)
- workers in other services (25 per cent)
- employees who are managers and professionals (25 per cent)
- those with managerial duties (24 per cent)
- 45 to 54 year olds (24 per cent).

After responses were recoded, eight per cent of employees cited that their employer could provide them with pay increase to increase work-life balance. Amongst those who were more likely to mention this were:

- employees in operatives and unskilled occupations (13 per cent) as compared with managers and professionals (five per cent)
- men (11 per cent) as compared to women (five per cent)
- construction workers (11 per cent) as compared with employees in public admin, education and health organisations (six per cent).

More than one-quarter (27 per cent) said that employers could do nothing for them to achieve a better work-life balance as they were happy with their current working arrangements. The following sub-groups were more likely than the average to give this response:

- Part-time worker of the flexible worker category (36 per cent) as well as part-time workers (34 per cent).
- Older employees, those aged 55 and older (35 per cent).
- Employees who were in clerical and skilled manual occupations (33 per cent).

A quarter of employees said that they did not know the answer. Amongst those most likely to say they did not know were:

- employees with household income of less than £15,000 (29 per cent)
- 16 to 24 year olds (28 per cent)
- non-flexible workers (27 per cent)
- workers in small establishments with five to 24 staff members (27 per cent) as well as employees in establishments with larger size of 100 to 249 staff members (27 per cent).

Managers' role in promoting flexible working arrangements

Employees in this survey were asked if their manager did enough to provide and promote flexible working arrangements. Seventy-two per cent of all employees answered yes to this question whilst more than one in five (23 per cent) said no. Five per cent of employees said they did not know. Table A5.23 (see Appendix 5) details the results of the analysis on this question.

As can be seen, part-time employees (82 per cent) and other flexible workers (80 per cent) were more likely to say yes than those who worked full-time (69 per cent), as were:

- 16 to 24 year olds (78 per cent) as compared to 45 to 54 year olds (67 per cent).
- Those who were not trade union/staff association members (77 per cent) were more likely to say yes than those who were members (68 per cent).
- Workers in transport, storage and communication organisations (75 per cent) were more likely to say yes than workers in manufacturing organisations (65 per cent).

Employees who had managerial duties were less likely than the average to give don't know response to this question (three per cent). So were workers in distribution, retail and hotels organisations (three per cent).

Consultation with employees about adjusting working arrangement

Employees were asked:

'Has your employer ever consulted employees or their representatives about adjusting working arrangements, so they can strike a better work-life balance?'

There was a strong divide in employees' answer to this question. Whilst almost half of all employees (49 per cent) said yes, 41 per cent answered no and almost one in ten (nine per cent) said they did not know. The analysis of sub-groups showed some statistically significant differences, as shown in Table A5.24 (see Appendix 5).

Other flexible workers were more likely to say yes to their employer consulting them about adjusting working arrangements (57 per cent) as compared with non-flexible workers (43 per cent). Other sub-group who were likely to say yes were:

- workers in transport, storage and communication organisations (62 per cent) as compared to those working in manufacturing (41 per cent)
- employees in large organisations with more than 250 staff (57 per cent) as compared to those working in small organisations with five to nine staff members (44 per cent)
- public sector workers (56 per cent) as compared to private sector employees (47 per cent)
- those who are managers and professionals (54 per cent) as compared to those who are in operatives and unskilled (45 per cent) and those in clerical and skilled manual occupations (45 per cent).

Full-time employees were more likely to say no to this question (43 per cent), whilst employees who were not trade union/staff association members were amongst the least likely group to say no to this questions (34 per cent). The groups more likely than the average to say that they did not know were part-time employees (13 per cent) and employees in distribution, retail, and hotels organisations (13 per cent) whilst people with managerial duties were amongst one of the least likely groups (seven per cent) to say they did not know.

4.8 Employees' perceptions of employers

Employees were asked to think about the organisation they worked for and answer some questions about the way they perceived their employer. This section deals with the survey questions about employees' impressions/perceptions of their employer.

Favourable verses unfavourable treatment

Employees were asked:

'When considering requests to work flexibly, in your opinion, does your employer treat everyone the same or does it favour certain types of people?'

Three-quarters of all employees (75 per cent) said that their employer treated everyone the same. One in five (20 per cent) said their employer favoured certain types and five per cent did not have an opinion on this. Those who said that their employer had favoured 'certain types' were then asked to specify whom they had in mind. All together, 373 employees answered this question. Employees were able to give more than one response to this question and the following groups were the types of individuals perceived to be treated more favourably by employers (figures given below are based on percentages of 436 responses) and included:

- people who were friends with senior people in the organisation (15 per cent)
- senior staff (14 per cent)
- employees with children/parents (ten per cent)
- women (nine per cent)
- people who work hard/committed (eight per cent)
- staff in lower grade jobs (seven per cent)
- long-term employees (seven per cent)
- staff working for certain areas/departments (six per cent)
- favouritism to some staff members/unspecified (six per cent)
- others/unspecified (20 per cent).

In most cases, there were less than 50 responses for each of the types of people mentioned. It is not, therefore, appropriate to make any meaningful comparisons between sub-groups.

Employees who said that their employer had favoured certain types of people were also asked who/which types they thought their employer would treat unfavourably. Taken together, 278 employees answered this question. Employees were able to give more than one response to this question and the following groups were the types of individuals perceived to be treated more unfavourably by employers (figures given below are based on percentages of 421 responses) and included:

- staff in lower grade jobs (11 per cent)
- staff who do not work as hard (ten per cent)
- staff working for certain areas/departments (eight per cent)
- staff who do not get on with senior staff members (eight per cent)
- non-parents (six per cent)
- staff are not treated unfavourably but some are treated more flexibly (six per cent)
- outspoken members of staff (five per cent)

- others/unspecified (46 per cent).

Again, in most cases, there were very few number of responses for each of the types of people mentioned. Therefore, it is not appropriate to make any comparisons between sub-groups.

Employees' overall impression of their employer and relations between managers and employees

Employees were also asked about their overall impression of their employer and how they perceived relations between managers and employees at their workplace. For both of these questions they were asked to give their opinions on a scale of one to five (one being very bad and five being very good).

Across the sample, 82 per cent of all employees said that their overall impression of the organisation as employers was either very good (37 per cent) or good (45 per cent); 13 per cent said neither good nor bad; and five per cent described their overall impression as either bad (three per cent) or very bad (two per cent).

In terms of describing relations between managers and employees, 78 per cent of all employees described the relations as either very good (32 per cent) or good (46 per cent); 12 per cent said neither good nor bad; and ten per cent said the relations were either bad (seven per cent) or very bad (three per cent).

As employees gave their opinion on a scale, sub-group comparisons were made on mean scores (higher mean values described higher level of opinions held about employers). Across all employees, the mean score for overall impression of employers was very high with 4.12 (out of a possible score of 5), indicating that employees' had very good impression of their employers. Although it was not as high, employees' description of the relations between managers and employees at workplace was also very positive with an overall mean score of 3.97.

Table A5.25 (see Appendix 5) shows the results of the sub-group analysis. Looking first at the mean differences in employees' impression of their employers, women were significantly more likely than men to have higher overall impression, as were:

- flexible workers, as compared to non-flexible workers
- employees who were not trade union/staff association members, as compared to trade union/staff association members
- managers and professionals, as compared to operatives and unskilled workers
- construction workers, as compared to workers in manufacturing.

Looking at the mean differences in employees' description of the relations between managers and employees at their workplace, the following sub-groups were significantly more likely to have higher mean scores:

- female employees
- those in youngest (aged 16 to 24) and eldest (aged 55 and over) age groups
- part-time and flexible workers
- employees who work in small establishments with five to 24 employees
- employees in construction industry.

On the other hand, employees who were members of a trade union/staff association were significantly more likely to have lower mean scores when describing relations between managers and employees at their workplace.

4.9 Attitudes to work-life balance

Employees were asked to say how far they agreed or disagreed on 12 attitude statements on different aspects of work-life balance. Table 4.5 given below shows the proportions of responses for these statements.

As can be seen in this table, employees were most likely to agree with the first three statements, two of which emphasised the importance of being able to balance work with other aspect of one's life whilst the third statement referred to having more choice in working arrangements improving workplace morale. The proportions indicate that the majority of employees were clearly in favour of being able to balance their work and home lives in the way that they wanted.

Although on the whole the proportions agreeing were higher than those disagreeing, employees were not as sure whether those who worked flexibly got more work done, as more than one in four cited 'neither' for this statement. Employees also seemed to be less sure whether employers offering flexible working did actually value their staff more as 17 per cent were neutral for this statement.

Table 4.5: Employees' agreement with attitude statements on work-life balance

	Strongly agree %	Agree %	Neither agree nor disagree %	Disagree %	Strongly disagree %
People work best when they can balance their work and the other aspects of their lives	36	58	3	2	1
Employers should give all employees the same priority when considering requests to work flexibly	28	62	4	5	1
Having more choice in working arrangements improves workplace morale	27	62	5	5	1
Everyone should be able to balance their work and home lives in the way that they want	24	57	7	11	1
Employees without children should have the same flexibility in working arrangements as parents	19	59	6	14	2
Employers who offer flexible working value their staff more	13	49	17	20	2
Employees must not expect to be able to change their working pattern if to do so would disrupt the business	8	44	13	31	4
People who work flexibly get more work done	8	32	26	31	3
It's not the employer's responsibility to help people balance their work with other aspects of their life	4	34	11	41	10
People who work flexibly are less likely to get promoted	5	27	17	45	6
People who work flexibly create more work for others	4	26	15	47	8
People who work flexibly need closer supervision	3	19	12	56	10

Unweighted base: 2,081

Source: IES/ICM, 2006

Employees seemed to be more divided in their views about employer's responsibility in helping staff balance work with other aspects and also about the business implications of changing working patterns.

Higher proportions of employees seemed to disagree with the statement about those working flexibly needing closer supervision and the statement about people working flexibly creating more work for others. Although on the whole the proportions disagreeing were higher than those agreeing, there were also as many as one in six who were neutral whether those working flexibly were less likely to get promoted, as 17 per cent said 'neither' to this statement.

Factor analysis was then conducted to see if it was possible to group or cluster together these 12 attitude statements to work-life balance. The results revealed four components/factors. The statements making up each factor are set out below (a more detailed explanation of the factor analysis can be found in Appendix 3).

The five statements grouped under the first factor 'positive views of work-life balance' were:

- people work best when they can balance their work and the other aspects of their lives
- having more choice in working arrangements improves workplace morale
- employers who offer flexible working value their staff more
- people who work flexibly get more work done
- everyone should be able to balance their work and home lives in the way that they want.

The three statements grouped under the second factor 'negative views of work-life balance' were:

- people who work flexibly create more work for others
- people who work flexibly need closer supervision
- people who work flexibly are less likely to get promoted.

The two statements grouped under the third factor 'not employers' responsibility' were:

- employees must not expect to be able to change their working pattern if to do so would disrupt the business
- it's not the employer's responsibility to help people balance their work with other aspects of their life.

The factor was relatively small, with both statements covering views on employers' role in work-life balance and both being worded negatively.

The two statements grouped under the last factor 'same flexibility/priority' were:

- employees without children should have the same flexibility in working arrangements as parents
- employers should give all employees the same priority when considering requests to work flexibly.

Table A5.26 (see Appendix 5) shows the results of the sub-group analysis on these four work-life balance factors.

Positive views of work-life balance

On the whole, this factor received a relatively high mean score with 3.78, indicating that employees were in agreement with the positive views of work-life balance. The results of the sub-group analysis on this component showed statistically significant differences for almost all of the groups, with the exception of trade union/staff association membership and managerial/ supervisory duties. The findings showed that as compared to men, women were more likely to hold positive views of work-life balance. So were the following groups of employees:

- Public sector workers were more likely than private sector workers to have a higher score.
- Employees aged 35 to 44 were more likely to have a higher score than employees aged 16 to 24.
- Part-time and flexible workers were more likely than full-timers and non-flexible workers to have a higher score.
- Employees in larger establishments with more than 250 staff members were more likely than those in smaller establishments to have a higher score.
- Employees with household income of £40,000 or more were more likely to have a higher score than those with household income of less than £15,000.
- Parents, especially those with dependant children aged under six, were more likely than employees without dependant children to have higher score.
- Workers in public admin, education and health industry as compared to those in other industry organisations were more likely to have higher score.
- Finally, managers and professionals were more likely than workers in operatives & unskilled occupations were more likely to have higher score.

Negative views of work-life balance

Across the sample, this factor received the lowest mean score of 2.66, suggesting that employees' responses were between neutral and disagreeing with the negative views of work-life balance. The results of the sub-group analysis showed that there were no significant differences in the groups of full- and part-time workers, between those with managerial duties and those without, between parents and non-parents and between employees with trade union/staff association membership and those without. There were, however, some differences between some of the sub-groups. The results show that men, private sector workers, younger employees, non-flexible workers, those with household income of less than £15,000, workers in manufacturing industry, and employees in operatives and unskilled occupations were significantly more likely to have higher mean scores on negative statements of work-life balance. However, it is important to emphasise here that the mean scores of these sub-groups were still towards neutral rather than being in agreement with negative views of work-life balance.

Not employer's responsibility

Overall, this factor showed that employees were rather divided in their responses as the sample mean score was 3.00, which is the neutral point of the agreement scale. The results of the sub-group analysis on this factor showed that there were no significant differences in responses of the following groups: between men and

women, between full- and part-time employees, between workers with managerial duties and those without, and between employees with trade union/staff association membership and those without.

The following groups, however, were more likely to agree that it was not employer's responsibility to help with work-life balance and that employees should not expect this: private sector workers, employees aged 55 and more, non-flexible workers, employees working in smaller establishments with five to 24 staff, workers in construction industry and employees in operatives and unskilled as well as those in clerical and skilled manual. The mean scores of non-parents and parents with dependant children aged six and over were almost the same but parents with children aged under six had much lower scores on this indicating that they were more likely to disagree. This suggests that parents with younger dependant children tend to give more responsibility to employer.

Everyone has the same flexibility/priority

Across the sample, this component revealed the highest agreement level with a mean score of 3.96. The sub-group analysis on this factor showed no statistically significant differences between full- and part-time workers; between workers in small as comparison to large organisations; between employees with trade union/staff association membership and those without; between employees with low as compared to high household incomes; and between parents of dependant children of a certain age and those without dependant children. However, the following groups were significantly more likely to agree that everyone should be given the same priority when considering requests to work flexibly: women, public sector employees, those aged 35 to 54, other flexible workers (other than part-timers), employees in public admin, education and health organisations, and workers in services and sales.

4.10 Overview and comparison over time

Reasons for current working arrangements

When asked about why they worked the way they had, employees who had worked in one or more flexible ways in the last 12 months and with their current employer cited that:

- Working in this way made life easier (cited by 21 per cent). In WLB2, this reason was cited by 18 per cent. In both surveys, this reason was more likely to be mentioned by male employees and by those who had full-time work hours.
- Their choice was to do with the nature of their jobs/type of work (cited by 19 per cent). There seems to be a notable increase in numbers of employees citing this reason since WLB2 as this was cited by 11 per cent. However, one needs to bear in mind that these were verbatim responses and that the differences may be due to coding of responses.
- Childcare needs required them to work in this way (cited by 18 per cent), which was very similar to the finding in WLB2 as this was cited by 17 per cent of employees. In both surveys, parents with dependant children and employees with lower level of household income were more likely to mention childcare needs.

- Demands of the job determined the way worked (cited by 11 per cent). This was mentioned by 15 per cent of employees in WLB2. It may be suggested that there has been a decrease in job demands since WLB2.
- Demands of the employer influenced the way they worked (cited by four per cent). Seven per cent of the WLB2 employees mentioned employer's demand as one of the reasons. It may seem that employers' demands have been on the decrease.

Reasons for not making use of flexible working arrangements

The most frequently cited reason by employees who had not worked any of the flexible working arrangements was that they were happy with their current arrangements. Forty-one per cent of those not working flexibly in this survey gave this response. This shows an increase in the numbers since WLB2 as 34 per cent mentioned being happy as they were in WLB2. It seems that employees are more content with their working arrangements than in 2003. On the whole, the results seem to give a positive message. The following were the other frequently cited reasons for not taking up flexible working:

- Job does not allow it (cited by 17 per cent). The findings show a significant decrease in number of employees citing this reason since WLB2 as this was 26 per cent in WLB2.
- Financial reasons (cited by ten per cent), which shows a decrease in numbers since WLB2 as this was cited by 13 per cent in WLB2.
- Employer would not allow it (cited by six per cent), compared to seven per cent in WLB2 who said that their employer would not allow it.

Also, there seems to be a better picture emerging in terms of workload since WLB2. The number of employees saying that they could not work flexibly because of having too much work halved from six per cent in WLB2 to three per cent in this survey.

Action to support working parents

Twenty-three per cent of employees stated that employer's provision of flexible working hours would be the most valued arrangement for working parents. This shows a marked decrease since WLB2 as 31 per cent mentioned flexible hours in WLB2. It may be suggested that this is because employers have been providing more flexible arrangements on the whole since WLB2. There has also been a reduction in numbers of employees who cited help with childcare as a valued arrangement (from 30 per cent in WLB2 to 18 per cent in this survey). However, one needs to bear in mind the differences in coding of responses in these surveys. For example, 32 per cent of employees in this survey said that they did not know and nine per cent said there was nothing that employers could do. In WLB2, on the other hand, 27 per cent said nothing employers could do and there were no 'don't know' answers.

Employers' role in improving work-life balance

When asked about what employers could do to help employees achieve a better work-life balance, 33 per cent of employees in WLB2 said that their employers were already doing as much as could be reasonably expected. This was down to 25 per cent in this survey suggesting that employees feel that employers could do more to help. Flexibility in working arrangements was one of the main provisions

that employees suggested. This response seemed to have maintained a consistent level since WLB2 as 21 per cent cited flexibility in WLB2, as compared with 20 per cent in this survey. The other comparable aspect was pay-related as seven per cent of WLB2 employees mentioned pay, as compared to eight per cent in this survey (after response overlap was taken into consideration by recoding). It is, however, important to point out here that these were verbatim responses and one needs to bear in mind that the differences may be due to the coding of responses in the two surveys rather than actual differences.

Employees in WLB2 were also asked if they felt that their manager did enough to provide and promote flexible working arrangements and 66 per cent agreed that they did. This proportion was 72 per cent in the current survey, which shows that more employees have been agreeing that their manager do enough to provide and promote flexible arrangements since WLB2. As the 'don't know' responses were exactly the same in the two surveys (five per cent of all employees), there was also a marked reduction in the number of employees who did not feel that their manager did enough to promote flexible working arrangements (from 29 per cent in WLB2 to 23 per cent in this survey).

Consultation with employees about adjusting their working arrangements

Overall, almost half of the employees in this survey agreed that their employers consulted with them about adjusting their working arrangements. There has been an increase in the numbers since WLB2 as this was 47 per cent in WLB2. In line with this finding, there was also a notable reduction in the number of employees stating that they were never consulted about their working arrangements (from 45 per cent in WLB2 to 41 per cent in this survey). Again, this is an encouraging message that employers are being more flexible.

Employees' overall impression of their employer and relations between managers and employees

Employees also described the relations between managers and employees at their workplace as good. Overall, 78 per cent felt that the relations were good, 12 per cent said they were neither good nor bad and ten per cent said that the relations were bad (only three per cent stated that they were very bad). This question was also asked in WLB2 where 73 per cent of employees described the relations as good. It seems that there has been an improvement in employees' perceptions of relations between managers and employees at their workplace, as comparisons also show that 13 per cent of WLB2 employees said that the relations were poor whilst this was down to ten per cent in this survey.

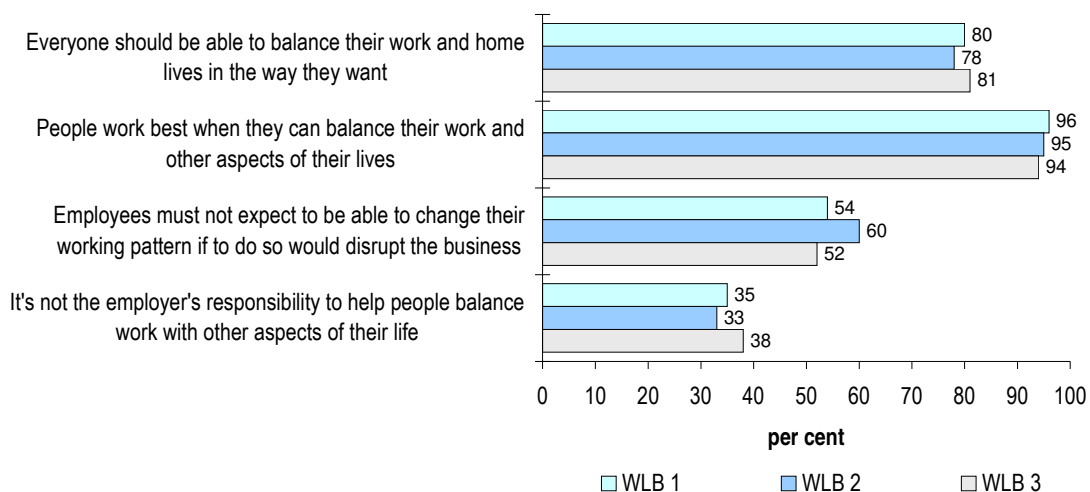
Attitudes to work-life balance

Employees were asked a series of questions about work-life balance. Four questions were kept the same in all three WLB surveys. Looking at the number of employees agreeing with each of these statements, Figure 4.9 shows how attitudes towards work-life balance have remained largely consistent since WLB1. The most notable change was on the statement concerning employers' responsibility in helping employees balance work with other aspects of their life, which shows an increase of five per cent (from 33 per cent in WLB2 to 38 per cent in this survey). This suggests that since WLB2 more employees have been agreeing that 'it is not the employers' responsibility to help people balance their work with other aspects of their life'. When numbers who disagreed with this statement are compared, it is also possible to see that there has been a marked

decrease in the numbers who disagreed. In WLB1, 56 per cent of all employees disagreed with this statement and this stayed more or less the same in WLB2 with 57 per cent. In this survey, however, the numbers went down by six percentage points as 51 per cent of WLB3 employees disagreed with this statement. This indicates that on the whole employees seem more divided in their views in terms of how much responsibility employers should have to help people balance work with the other aspects of their lives.

The findings across the relevant components of work-life balance in the current survey were in line with this overview. They showed that there was a high level of agreement on the positive views of work-life balance, which included the two positive statements that were also used in previous WLB surveys. However, employees were more divided in their views over the 'not employer's responsibility' factor (employees' overall mean score was neutral), which included the two negatively worded statements from the previous WLB surveys. This supports the overall finding that employees seem more divided in their views in terms of how much responsibility employers should have in helping people with work life balance and how much responsibility employees should have in taking consideration of the business impact for their employers.

Figure 4.9: Changes over time in employees' attitudes to work-life balance



Note: Figure shows those who agree

Base is all employees

Source: IES/ICM/MORI/IFF, 2006

Concluding points

More than two-thirds of employees agreed that their managers did enough to promote flexible working arrangements. Similar numbers also reported that their employers treated everyone the same when dealing with requests to work flexibly. Employees believe in the importance of work-life balance and agreed with a range of statements on the positive impact of work-life balance. They did not agree that working flexibly had a detrimental effect on their colleagues, or had a negative impact on their own careers. However, they were not sure how much responsibility employers should have to help them balance work with other aspects of their life.

Employee satisfaction

This chapter first describes how employees feel about their work by examining how satisfied they were with the five different aspects of their work. It then goes on to explore the results of multiple regression analysis, which examined the relationships between employees' characteristics and their satisfaction with different aspects of work. It concludes with an overview and any relevant comparison over time.

5.1 Employee satisfaction with different aspects of work

All employees were asked to indicate, on a scale of one to five (one being very dissatisfied and five being very satisfied), how satisfied or dissatisfied they were with the following aspects of their work:

- their current working arrangements
- the work itself
- the hours they work
- their job security
- the amount of pay they receive.

Satisfaction/dissatisfaction with current working arrangements

All employees were asked:

'How satisfied are you with your current working arrangements?'

They were given the following definition of working arrangement:

'By working arrangement I mean the amount of hours you work, as well as when and where you work those hours.'

Across the survey as a whole, over a quarter (28 per cent) of all employees said they were 'very satisfied' with their current working arrangements, nearly three-fifths (59 per cent) were satisfied, six per cent were 'neither satisfied nor dissatisfied', five per cent were dissatisfied and just one per cent were very dissatisfied with their current working arrangements.

Table A5.27 (see Appendix 5) shows how responses varied by the standard sub-groups. There were significant differences in satisfaction between the following groups:

- Women were more likely than men to say that they were very satisfied with their current working arrangements: 34 per cent of women compared to 23 per cent of men.
- Part-time workers (37 per cent) were more likely than full-time workers (27 per cent) to be very satisfied.
- Those in the part-time workers of the flexible workers category (38 per cent) and other flexible workers (29 per cent) were more likely than non-flexible workers (22 per cent) to be very satisfied with their current working arrangement.

- Employees in clerical and skilled manual occupations (33 per cent) were more likely than those in operatives and unskilled positions (24 per cent) to be very satisfied with their current working arrangements.

Overall, flexible workers (33 per cent) were significantly more likely than non-flexible workers (22 per cent) to be very satisfied with their current working arrangements.

Those few employees (an unweighted base of 128) who said that they were either dissatisfied (107 employees) or very dissatisfied (21 employees) with their current working arrangements were asked why this was. The main reasons (given by at least ten of these employees) were 'work too many hours' (14 per cent); 'unhappy with shift patterns/unsocial hours' (14 per cent); 'heavy workload/more assistance needed' (12 per cent); poor salary (11 per cent); and poor organisation/management (11 per cent).

Satisfaction/dissatisfaction with the other aspects of work

On the whole, a very high proportion of employees (over 80 per cent for four of the aspects) stated that they were satisfied with other aspects of their work. The satisfaction level was significantly lower when employees were asked about how satisfied they were with the amount of pay received. The results showed that:

- With the work itself: 89 per cent of all employees were either satisfied (59 per cent) or very satisfied (30 per cent), five per cent said neither, and six per cent were either dissatisfied (four per cent) or very dissatisfied (two per cent).
- With the hours worked: 82 per cent of all employees were either satisfied (66 per cent) or very satisfied (16 per cent), six per cent said neither, and 12 per cent were either dissatisfied (ten per cent) or very dissatisfied (two per cent).
- With their job security: 86 per cent of all employees were either satisfied (56 per cent) or very satisfied (30 per cent), six per cent said neither, and eight per cent were either dissatisfied (six per cent) or very dissatisfied (two per cent).
- With the amount of pay received: 68 per cent of all employees were either satisfied (56 per cent) or very satisfied (12 per cent), nine per cent said neither, and 23 per cent were either dissatisfied (18 per cent) or very dissatisfied (five per cent).

5.2 Multiple regression on employee satisfaction

Conducting the multiple regression analysis

Multiple regression is used to explain how much variance is accounted for (predicted) in a continuous (or interval) dependant variable by a set of interval or dummy independent variables. Multiple regression can establish that a set of independent variables explains a proportion of the variance in a dependant variable at a significant level (through a significance test of R^2), and can establish the relative predictive importance of the independent variables (by comparing beta weights). One can test the significance of difference of two R^2 s to determine if adding an independent variable to the model helps significantly. Using hierarchical regression (entering the independent variables in steps (or stepwise), one can see how most variance in the dependant variable can be explained by one or a set of new independent variables, over and above that explained by an earlier set.

Multiple regression shares all the assumptions of correlation: linearity of relationships, the same level of relationship throughout the range of the independent variable ('homoscedasticity'), interval or near-interval data, absence of outliers, and data whose range is not truncated. In addition, it is important that the model being tested is correctly specified. The exclusion of important causal variables or the inclusion of extraneous variables can change markedly the beta weights and hence, the interpretation of the importance of the independent variables. Multiple regression with dummy variables yields the same inferences as multiple analysis of variance (MANOVA), to which it is statistically equivalent.

To explore the relationships that may exist between employees' satisfaction with the work aspects and employers' characteristics and employees' personal characteristics, multiple regression was used. The choice of this technique was based on the requirements of the data. As the level of satisfaction was measured on a continuous scale, multiple regression was the most appropriate technique to use.

Having looked at the five aspects of work described above, it was the case that being satisfied with one aspect meant that employees were more likely to be satisfied with the other remaining aspects of work (there was positive association between all five aspects). If the aspects of work were too highly correlated it would be possible to cluster some or all of them together. However, the correlations amongst the five aspects were not high enough to do this. Therefore, each aspect was treated as a separate dependant variable and a set of independent variables were entered into the equation to see what the significant predictors were for that particular aspect.

Independent variables which were thought to affect the outcome of the dependant variable were entered into the multiple regression model in two steps: the first step included variables which can broadly be described as personal characteristics; and the second step included the relevant employment/employer-related characteristics. The reason for two step entry was so that it was possible to assess the effect of each set after controlling for the variables already in the regression model.

The personal characteristics examined were:

- gender
- age (as a continuous variable)
- household income (as higher (£40,000 or more) and lower (less than £15,000) income bands)
- working status
- whether the employee has a dependant child
- whether the employee has a long-term illness or disability
- ethnicity.

The second set of variables entered into the model included characteristics of employment/employer and these were:

- sector (public or private)
- managerial duties (whether or not the employee has managerial duties)

- how much flexibility an organisation offers to its staff⁴.
- employees' impression of organisation as an employer (higher scores reflect better impression)
- employees' perception of the relations between managers and employees at workplace (higher scores reflect better relations)
- whether the employee is able to negotiate working arrangements.

As the correlations amongst five work aspects were not high enough to produce an adverse effect (known as multi-collinearity, which exists when there are very high correlations between independent variables), employees' satisfaction scores on other four work aspects, ie their satisfaction with job security, pay, hours and working arrangements, were also included as independent variables (higher scores mean higher satisfaction levels). The following sub-sections reports the results for each aspect.

Satisfaction with the work itself

The first regression model, given below in Table 5.1, refers to employee satisfaction with the work itself. Please note that all the betas and significances given in this and the subsequent regression tables were taken from the final model. In other words, these are the findings after both sets of variables were entered into the model and overall F statistics for the first step found to be significant. This model shows that when the first set of variables (personal details) were entered, the variance explained was only two per cent but entering the second set of variables made a difference of 32 per cent (see R^2 in second block). This means that the second set of variables made a difference of 32 per cent in explaining variance in employee satisfaction with the work itself (an overall total of 34 per cent of variance explained by the model).

As can be seen in Table 5.1, the independent variables given below, in order of their importance⁵, had significant effects on satisfaction with work itself:

- Employees satisfied with their job security were also more likely to be satisfied with work itself.
- Those with better overall impression of their organisation as employers were more likely to be satisfied.
- Employees satisfied with their working arrangements were also more likely to be satisfied with work itself.
- A higher level of satisfaction with pay also meant higher satisfaction with work itself.
- Those who stated better relations between managers and employees at their workplace were more likely to be satisfied.
- Employees with managerial duties were more likely to be satisfied.

⁴ A flexibility score was calculated, based on availability of each of eight flexible arrangements and yes responses to questions about employers consulting employees about work arrangements and employees agreeing that employers do enough to provide and promote flexible working. The maximum score an organisation could receive was ten: higher scores reflect more flexibility.

⁵ Judging from the size of standardised beta co-efficients.

- White employees (compared to Ethnic Minority employees) were more likely to be satisfied.
- Employees in higher household income band (£40,000 or more) were more likely to be satisfied.

Table 5.1: Significant predictors of satisfaction with the work itself

Block	Standardised Beta	R ²	Overall F	Sig.
1. Personal characteristics		0.021	4.26**	
Age	.04			0.071
Gender	-.01			0.619
Disability	.02			0.317
Parent/non-parent	-.01			0.980
Household income ¹ (lower band)	.01			0.814
Household income (higher band)	.05			0.041
Ethnicity	.05			0.025
FT/PT	.01			0.492
2. Employment/employer characteristics		0.320	44.43**	
Satisfaction with hours	.03			0.290
Satisfaction with working arrangements	.20			0.001
Satisfaction with job security	.22			0.001
Satisfaction with pay	.08			0.005
Able to negotiate arrangements	.02			0.513
Flexibility score	.01			0.837
Impression of organisation	.21			0.001
Relations between managers and employees	.07			0.006
Sector	.04			0.059
Managerial duties	.06			0.024
Total R²		0.341		

* Significant at 0.05 level; **significant at 0.01

¹ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied

Note: The variables which were coded as dummy variables were: gender (1 for male; 0 for female), household income (1 for less than £15,000; 0 for other income bands OR 1 for £40,000 or more; 0 for other income bands), working status (1 for FT; 0 for PT), if they have dependant children (1 for parents; 0 for non-parents), disability (1 for yes; 0 for no), ethnicity (1 for White; 0 for other ethnic groups), sector (1 for public; 0 for private), managerial duties (1 for yes; 0 for no), if they are able to negotiate (1 for yes; 0 for no)

Unweighted N = 1,561

Source: IES/ICM, 2006

Satisfaction with the hours worked

Another multiple regression model was conducted to examine the relationship between employee satisfaction with the hours worked and other personal and employment/ employer-related characteristics. The same set of independent variables were entered into the model, again using a two step entry.

Table 5.2 gives the detailed results of this analysis.

Table 5.2: Significant predictors of satisfaction with the hours worked

Block	Standardised Beta	R²	Overall F	Sig.
1. Personal characteristics		0.023	4.49**	
Age	.03			0.108
Gender	-.02			0.281
Disability	.02			0.859
Parent/non-parent	-.01			0.366
Household income ² (lower band)	-.02			0.752
Household income (higher band)	-.08			0.001
Ethnicity	-.01			0.546
FT/PT	-.04			0.131
2. Employment/employer characteristics		0.260	33.29**	
Satisfaction with work itself	.03			0.290
Satisfaction with job security	.03			0.186
Satisfaction with pay	.10			0.001
Satisfaction with working arrangements	.38			0.001
Able to negotiate arrangements	.07			0.006
Flexibility score	.03			0.303
Impression of organisation	.08			0.031
Relations between managers and employees	-.02			0.544
Sector	-.03			0.137
Managerial duties	-.11			0.001
Total R²		0.283		

* Significant at 0.05 level; **significant at 0.01

¹ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied

Note: The variables which were coded as dummy variables were: gender (1 for male; 0 for female), household income (1 for less than £15,000; 0 for other income bands OR 1 for £40,000 or more; 0 for other income bands), working status (1 for FT; 0 for PT), if they have dependant children (1 for parents; 0 for non-parents), disability (1 for yes; 0 for no), ethnicity (1 for White; 0 for other ethnic groups), sector (1 for public; 0 for private), managerial duties (1 for yes; 0 for no), if they are able to negotiate (1 for yes; 0 for no)

Unweighted N = 1,561

Source: IES/ICM, 2006

As can be seen in Table 5.2, the independent variables given below in order of their importance, showed significant effects on satisfaction with the hours worked:

- Employees satisfied with their working arrangements were also more likely to be satisfied with the hours they worked.

- Employees without managerial duties were more likely to be satisfied with their hours.
- Those with higher satisfaction on pay were more likely to be satisfied with the hours worked.
- Employees in higher household income band were less likely to be satisfied with their hours.
- Those more likely to be able to negotiate their working arrangements were also more likely to be satisfied with the hours worked.
- Employees with better overall impression of their organisation as employers were more likely to be satisfied with their hours.

The results of the multiple regression analysis showed that a total of 28 per cent of the variance in employee satisfaction with hours was explained by the variables used in the model. The contribution of the employment/employer characteristics was much more with 26 per cent than that of the personal characteristics (only two per cent).

Satisfaction with working arrangements

A third multiple regression looked at the relationship between employee satisfaction with working arrangements and other personal and employment-related factors. Using a two step entry, the same set of independent variables entered into the model.

Table 5.3 details the findings of this analysis.

The following variables (in order of their importance) produced statistically significant results on employee satisfaction with working arrangements:

- Employees satisfied with their work hours were also more likely to be satisfied with their working arrangements.
- Having higher satisfaction with the work itself also meant being more satisfied with working arrangements.
- Employees with better overall impression of their organisation as employers were more likely to be satisfied with their working arrangements.
- Those satisfied with their job security were also more likely to be satisfied with working arrangements.
- Those who stated better relations between managers and employees at their workplace were more likely to be satisfied.
- Employees who worked for more flexible organisations were more likely to be satisfied.
- Employees satisfied with pay were more likely to be satisfied.

The results of the third multiple regression model showed that a total of 38 per cent of the variance in employee satisfaction with working arrangement was explained by the variables entered. Again, the contribution of the employment/employer characteristics was much more with 36 per cent than that of the personal characteristics.

Table 5.3: Significant predictors of satisfaction with working arrangements

Block	Standardised Beta	R²	Overall F	Sig.
1. Personal characteristics		0.018	3.58**	
Age	.01			0.883
Gender	.01			0.900
Disability	.01			0.526
Parent/non-parent	.03			0.115
Household income ¹ (lower band)	-.01			0.656
Household income (higher band)	.02			0.287
Ethnicity	.01			0.606
FT/PT	-.03			0.179
2. Employment/employer characteristics		0.360	51.66**	
Satisfaction with work itself	.19			0.001
Satisfaction with hours	.33			0.001
Satisfaction with job security	.07			0.001
Satisfaction with pay	.05			0.014
Able to negotiate arrangements	-.01			0.924
Flexibility score	.06			0.010
Impression of organisation	.12			0.001
Relations between managers and employees	.08			0.006
Sector	.02			0.353
Managerial duties	-.01			0.583
Total R²		0.378		

* Significant at 0.05 level; **significant at 0.01

¹ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied

Note: The variables which were coded as dummy variables were: gender (1 for male; 0 for female), household income (1 for less than £15,000; 0 for other income bands OR 1 for £40,000 or more; 0 for other income bands), working status (1 for FT; 0 for PT), if they have dependant children (1 for parents; 0 for non-parents), disability (1 for yes; 0 for no), ethnicity (1 for White; 0 for other ethnic groups), sector (1 for public; 0 for private), managerial duties (1 for yes; 0 for no), if they are able to negotiate (1 for yes; 0 for no)

Unweighted N = 1,561

Source: IES/ICM, 2006

Satisfaction with job security

Another multiple regression was conducted, this time to look at the relationship between satisfaction with job security and other factors. The same set of independent variables were entered in two steps.

Table 5.4 presents the results of this analysis.

Table 5.4: Significant predictors of satisfaction with job security

Block	Standardized Beta	R²	Overall F	Sig.
1. Personal characteristics		0.016	3.08**	
Age	-.06			0.014
Gender	-.03			0.222
Disability	-.05			0.060
Parent/non-parent	-.01			0.643
Household income ¹ (lower band)	-.01			0.855
Household income (higher band)	.02			0.559
Ethnicity	.04			0.137
FT/PT	.02			0.446
2. Employment/employer characteristics		0.186	21.64**	
Satisfaction with working arrangements	.10			0.001
Satisfaction with work itself	.25			0.001
Satisfaction with pay	.11			0.001
Satisfaction with hours	.03			0.186
Able to negotiate arrangements	.01			0.647
Flexibility score	-.04			0.154
Impression of organisation	.10			0.003
Relations between managers and employees	.01			0.796
Sector	.02			0.462
Managerial duties	.01			0.987
Total R²		0.202		

* Significant at 0.05 level; **significant at 0.01

¹ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied

Note: The variables which were coded as dummy variables were: gender (1 for male; 0 for female), household income (1 for less than £15,000; 0 for other income bands OR 1 for £40,000 or more; 0 for other income bands), working status (1 for FT; 0 for PT), if they have dependant children (1 for parents; 0 for non-parents), disability (1 for yes; 0 for no), ethnicity (1 for White; 0 for other ethnic groups), sector (1 for public; 0 for private), managerial duties (1 for yes; 0 for no), if they are able to negotiate (1 for yes; 0 for no)

Unweighted N = 1,561

Source: IES/ICM, 2006

As can be seen in Table 5.4, the characteristics that were significant in predicting employees' satisfaction with job security, in order of their importance were:

- Those satisfied with the work itself were also more likely to be satisfied with their job security.
- Having higher satisfaction with pay aspect meant being more satisfied with job security.
- Having higher satisfaction with working arrangements also meant being more satisfied with job security.

- Employees with better overall impression of their organisation as employers were more likely to be satisfied with their job security.
- Younger employees were more likely to be satisfied with job security.
- Employees who reported having a long-term illness or disability were less likely to be satisfied with their job security.

The multiple regression results show that a total of 20 per cent in variance in employee satisfaction with job security was explained by the variables used in this model. Employment/employer-related characteristics contributed 18 per cent to this explanation. The total variance explained was notably lower with the job security aspect but this is not an unusual finding. Employee attitude surveys often report either low response rates or too much variations, therefore less agreement in responses when attitude statements refer to the job security and pay aspects of work.

Satisfaction with pay

The last multiple regression model conducted was to examine the relationship between employee satisfaction with pay and other factors. The same procedure was followed in terms of the number of steps and the set of variables used.

Table 5.5 gives the results of the multiple regression analysis on pay satisfaction.

As can be seen in Table 5.5, the independent variables given below in order of their importance, showed significant effects on satisfaction with pay:

- Those with better overall impression of their organisation were more likely to be satisfied with pay.
- Employees with higher satisfaction with job security were also more likely to be satisfied with pay.
- Employees satisfied with their work hours were also more likely to be satisfied with pay.
- Having higher satisfaction with the work itself also meant being more satisfied with pay.
- Male employees were more likely to be more satisfied with pay.
- Employees with household income of more than £40,000 were more likely to be satisfied whereas those with less than £15,000 were less likely to be satisfied with pay.⁶
- Those working for private sector were more likely to be satisfied with their pay.

Similar to the job security result, the total variance explained was also lower with pay. A total of 21 per cent of the variance was explained by the independent variables used; only three per cent was contributed by personal characteristics and the remaining 18 per cent by employment/employer-related factors. As stated above, it is not unusual in attitude surveys to find higher response variations, therefore lower agreement in responses.

⁶ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied.

Table 5.5: Significant predictors of satisfaction with pay

Block	Standardized Beta	R²	Overall F	Sig.
1. Personal characteristics		0.028	5.51**	
Age	-.01			0.975
Gender	.09			0.001
Disability	-.02			0.344
Parent/non-parent	-.02			0.526
Household income ¹ (lower band)	-.07			0.004
Household income (higher band)	.07			0.009
Ethnicity	.02			0.308
FT/PT	-.02			0.374
2. Employment/employer characteristics		0.180	22.39**	
Satisfaction with working arrangements	.04			0.064
Satisfaction with work itself	.08			0.005
Satisfaction with job security	.12			0.001
Satisfaction with hours	.11			0.001
Able to negotiate arrangements	-.02			0.509
Flexibility score	.03			0.203
Impression of organisation	.19			0.001
Relations between managers and employees	.04			0.230
Sector	-.06			0.014
Managerial duties	.04			0.111
Total R²		0.208		

* Significant at 0.05 level; ** significant at 0.01

¹ It was not possible to use household income as a continuous variable due to its coding in the dataset. Therefore, it had to be coded into dummy variables as higher and lower bands. Both categories produced significant results: those with a higher income were more satisfied, whilst those with a lower income were less satisfied

Note: The variables which were coded as dummy variables were: gender (1 for male; 0 for female), household income (1 for less than £15,000; 0 for other income bands OR 1 for £40,000 or more; 0 for other income bands), working status (1 for FT; 0 for PT), if they have dependant children (1 for parents; 0 for non-parents), disability (1 for yes; 0 for no), ethnicity (1 for White; 0 for other ethnic groups), sector (1 for public; 0 for private), managerial duties (1 for yes; 0 for no), if they are able to negotiate (1 for yes; 0 for no)

Unweighted N = 1,561

Source: IES/ICM, 2006

5.3 Overview and comparison over time

Although it was worded slightly differently, employees in WLB2 survey were also asked about how satisfied they were with their current working arrangements. The results of the comparisons between the two surveys on this question show a marked increase in the numbers of employees who said they were either very satisfied or satisfied. Across the current survey, 87 per cent of employees said they were either satisfied (59 per cent) or very satisfied (28 per cent) with their current working arrangements. This proportion was 81 per cent in WLB2 as 31 per

cent said they were very satisfied whilst 50 per cent stated being very satisfied with their overall working arrangements. This finding on employee satisfaction with working arrangements seems to be in line with the trends that have come out of the findings in the previous chapter on employer consultation and action over work-life balance.

Concluding points

This chapter has shown that on the whole employees are happy with their working arrangements and also with other aspects of their work, although satisfaction with pay was found to be lower than satisfaction with other aspects of work.

SECTION 6

Time off in an emergency and parental leave

This chapter examines the incidence of taking time-off in an emergency and the take-up of parental leave. It first looks at the incidence of taking time off for an emergency, and then analyses the characteristics of those who were most likely to have taken time off to deal with an emergency. The forms of emergency time-off taken and how many days that were taken is also examined, before the reasons for not taking emergency time-off are analysed. The chapter then examines employees' views on whether their employer would let them take time off at short notice for a number of different reasons. The take-up of parental leave and what this leave was used for is set out, before the chapter concludes by comparing findings from WLB3 with findings from WLB2.

Relationships are only reported in the text of this chapter if they are statistically significant (unless otherwise stated). Throughout this chapter, differences by SIC and SOC, and by whether employees had caring responsibilities, were also examined in addition to the standard breaks. Where tables do not contain these groups, analysis showed no statistically significant differences by SOC, SIC or caring responsibilities in employees' answers to these questions.

6.1 Introduction

As set out in Chapter 1, the right to time off for dependants is contained in Section 57A of the Employment Rights Act 1996, as amended by the Employment Relations Act 1999. The Section came into effect on 15 December 1999. The right to time off is available to all those who have a contract of employment with an employer (whether in writing or not), whether they work full-time or part-time. The right to time off for dependants allows employees to take a reasonable amount of time off work to deal with certain unexpected or sudden emergencies involving a dependant, and to make any necessary longer-term arrangements. A dependant is the husband, wife, child or parent of the employee, or may be someone living with the employee as part of their family or someone who reasonably relies on them to arrange care. Time off for other emergencies is not covered by this right and is a contractual matter between employer and employee. The right does not include an entitlement to pay.

The right to parental leave was first introduced on 15 December 1999 under the Maternity and Parental Leave Regulations 1999. These Regulations were made under the Employment Rights Act 1996, as amended by the Employment Relations Act 1999. From 10 January 2002, changes to parental leave came into force under the Maternity and Parental Leave (Amendment) Regulations 2001. These changes extended parental leave to parents of children who were under five years old on 15 December 1999 and parents of disabled children under 18. Parents of children who were born or placed for adoption between 15 December 1994 and 14 December 1999 are entitled to parental leave, providing they have the necessary qualifying length of service.

The second work-life balance survey also explored the take-up of emergency time off for dependants and parental leave. In the last section of this chapter the findings of WLB2 are compared with the current survey.

6.2 Incidence of emergency time-off and the form that it takes

Employees were first asked if they had experienced an emergency which they had to deal with at short notice involving a dependant (eg children, other family members) during their working week. If asked, the definition of dependant was given as:

‘Someone who relies on you to look after them.’

Thirty-eight per cent of all employees said that they had experienced an emergency at short notice during their working week. Table A5.28 (see Appendix 5) reports the results of the sub-group analysis by the standard breaks and shows that, compared to employees without children, parents with dependant children (regardless of the age of their children) were more likely to have said that they had experienced an emergency than non-parents: 56 per cent of parents, regardless of the age of their children, reported having an emergency as compared to 32 per cent of non-parents. The following groups were also more likely to have said that they had experienced an emergency:

- Employees with caring responsibilities (54 per cent) as compared to those without (36 per cent).
- Employees aged 35 to 44 (44 per cent) as compared to those aged 16 to 24 (24 per cent).
- Employees with a household income of £40,000 or more (44 per cent) as compared to those with less than £15,000 (30 per cent).
- Women (40 per cent) as compared to men (36 per cent).
- Those with managerial duties (42 per cent) as compared to those without (35 per cent).
- Part-time flexible workers and other types of flexible workers (both 41 per cent) as compared to non-flexible workers (33 per cent).
- Public sector workers (41 per cent) as compared to private sector workers (37 per cent).
- Employees with caring responsibilities (54 per cent) as compared to those without (36 per cent).

Employees who had answered yes to the question asking if they had experienced an emergency were then asked:

‘Have you taken time off at short notice to deal with such an emergency?’

Ninety per cent of the employees who had reported having an emergency said that they had taken time off to deal with such an emergency. This constituted 34 per cent of all employees. Table A5.29 (see Appendix 5) details how the responses varied by the standard sub-groups.

There were significant differences found between private and public sector workers, with private sector employees being more likely to have taken time off (92 per cent as compared to 87 per cent of public sector employees). There were also significant differences between the following groups:

- Employees with managerial duties were more likely than those without to have taken time off: 94 per cent, as compared to 88 per cent.
- Employees with a household income of £25,000 to £39,999 were most likely to have taken time off: 96 per cent, as compared to 84 per cent of employees with a household income of less than £15,000.

How many working days or hours taken in total?

Employees who had said that they had taken time off to deal with their emergency were also asked to give the number of working days or working hours taken for this emergency. Table A5.30 (see Appendix 5) shows the average (mean) number of working days for each of the sub-groups of this survey, as well as giving the median number of days. It also gives the proportion of employees taking one to two days, three to four days or more than five days.

Looking first at the average number of working days taken by employees, all employees who had taken time off had an average of 5.07 days time off at short notice. The median time taken off by all employees was much lower at 2.13 days.

Although several very high numbers were not included in the sub-group analysis of total days taken (see notes in Table A5.30), there were four employees who reported taking between 60 to 90 days in total, which increased the mean (average) number of working days.

The only statistically significant difference in the average number of days was found between the industrial groups of this survey. Employees working in distribution, retail, hotels and restaurants reported taking the highest number of days with 7.97 days. Table A5.30 also shows that 50 per cent of all employees who had taken time off to deal with an emergency reported taking one to two days in total. Twenty-three per cent reported having three to four days off, and the remaining 27 per cent said that that they had taken off more than five days in total.

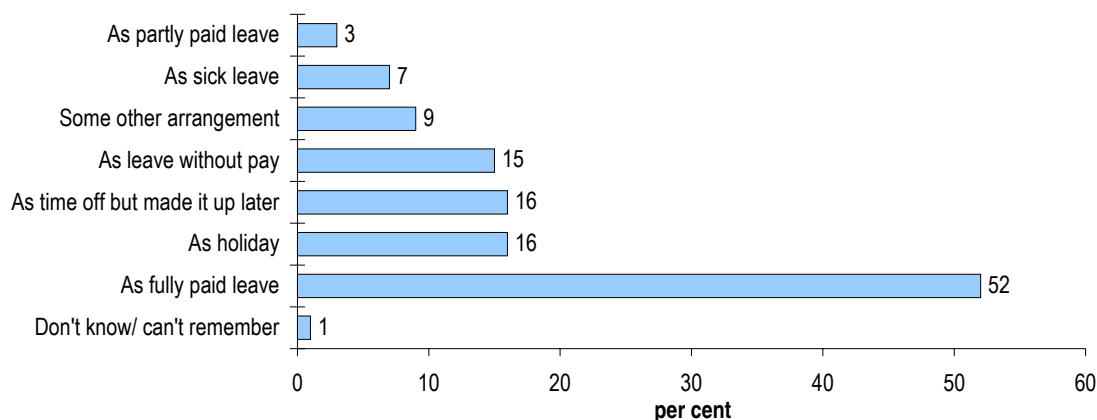
There were significant differences between the following groups in terms of the number of days they had taken:

- Women were more likely than men to take a higher number of days off: 31 per cent of women reported taking more than five days off, as compared to 24 per cent of men.
- Employees with managerial duties were more likely than those without to take one to two days off: 56 per cent of employees with managerial responsibilities said they had only taken one to two days, compared to 44 per cent of those without these responsibilities.
- Workers in operatives and unskilled occupations were most likely to report taking off more than five working days in total (37 per cent), whilst managers and professionals were least likely to report taking more than five days off (19 per cent).

In what form did employees take their leave?

Employees who had taken time off at short notice to deal with an emergency were also asked whether this time was taken as paid or unpaid leave. Figure 6.1 shows the responses given to this question by the employees who had taken time off. As employees were able to give more than one answer to this question, the figures presented in Figure 6.1 are based on multiple responses.

Figure 6.1: The form in which employees who had taken time off for an emergency took their emergency leave



Unweighted base = 723

Note: this question was multiple response

Source: IES/ICM, 2006

Overall, 52 per cent of employees who had taken time off said that they had taken this as fully paid leave: three per cent said they had taken it as partly paid leave; 15 per cent said they had taken leave without pay; 16 per cent said they had taken it as holiday/annual leave; just over seven per cent reported taking sick leave; 16 per cent said that they had taken time off but made it up later; nine per cent mentioned some other arrangements; and just under one per cent said that they could not remember.

Figure 6.1 and Table A5.31 (see Appendix 5) show the percentage distribution of the most frequently cited types of leave taken. It should be noted that the figures given in this table are based on multiple responses, and it is not appropriate to use significance testing on multiple responses.

As can be seen in Table A5.31, fully paid leave was taken more often than average by the following groups:

- male employees (57 per cent)
- public sector workers (59 per cent)
- those aged 45 to 54 (56 per cent)
- flexible workers (excluding part-timers) (65 per cent)
- employees with managerial duties (61 per cent)
- employees who were members of a trade union/staff association (59 per cent)
- employees with a household income of £40,000 or more (57 per cent).

Those who mentioned taking 'leave without pay' were most often amongst the following groups:

- employees aged 16 to 24 as well as those aged 25 to 34 (23 and 22 per cent respectively)
- part-time workers of the flexible workers group as well as part-timers compared to full-timers (22 and 21 per cent respectively)
- those working in small establishments with five to 24 staff (20 per cent)

- those without managerial duties (20 per cent)
- employees with a household income of less than £15,000 (24 per cent)
- carers (18 per cent).

Table A5.31 shows that ‘annual leave/holiday’ was cited most often by non-flexible workers (20 per cent) and employees who worked in larger establishments with more than 250 staff (21 per cent). ‘Sick leave’, on the other hand, was most often cited by employees with a household income of less than £15,000 (11 per cent) and by those aged 16 to 24 (13 per cent). Those reporting that they had taken time off but made it up later were most likely to be:

- employees working in establishment with 100 to 249 staff (23 per cent)
- parents with dependant children aged six and over (21 per cent).

However, as stated above, these results cannot be tested for significance.

Types of leave by number of days taken in total

It was important to examine whether the form of leave taken varied by the number of days needed by the employees. Table 6.1 shows the percentage distribution of the number of days taken in total by the forms of leave used. It shows that those taking off one to two days to deal with an emergency did not very often report using ‘unpaid leave’ nor did they choose to take ‘sick leave’, rather they often reported that they had ‘taken time off but made it up later’. Those taking three to four days off also said they had often ‘taken this time off but made it up later’ or they had sometimes used ‘annual leave/holiday’, whilst they least often mentioned taking ‘sick leave’. Employees who had taken off more than five working days, on the other hand, most often stated that they had taken this time off as ‘sick leave’ or sometimes as ‘unpaid leave’.

Table 6.1: The forms of leave taken by employees who had taken time off to deal with an emergency, by the number of days taken

	1-2 days %	3-4 days %	5+ days %	Unweighte d base	No. of days Mean	No. of days Median	Unweighte d base
All employees who had taken time off to deal with an emergency	50	23	27	723	5.07	2.13	719**
Forms of leave taken							
Fully paid leave	50	23	27	382***	4.99	2.13	382***
Leave without pay	39	25	36	103***	5.94	3.00	103***
Holiday (annual leave)	44	28	28	116***	5.74	3.00	116***
Sick leave	28	12	60	53***	12.04	5.00	53***
Time off but made it up later	52	29	19	125***	3.67	2.00	125***

** This unweighted base contains only those who gave an exact number of hours rather than a range

*** The number of employees in the unweighted bases for the different types of leave adds up to more than the total unweighted base because the answers to this question was based on multiple responses

Source: IES/ICM, 2006

Those taking fully paid leave took close to the average number of days taken by employees. The highest number of days taken in total was by those taking ‘sick leave’ at 12.04 days, whilst those taking ‘leave without pay’ took an average of

5.94 days, and those taking 'annual leave/holiday' took an average of 5.74 days. Those 'taking time off but making it up later' took the lowest number of days at 3.67 days. However, it should be that these results can not be tested for significance as the forms of leave given here were based on multiple responses.

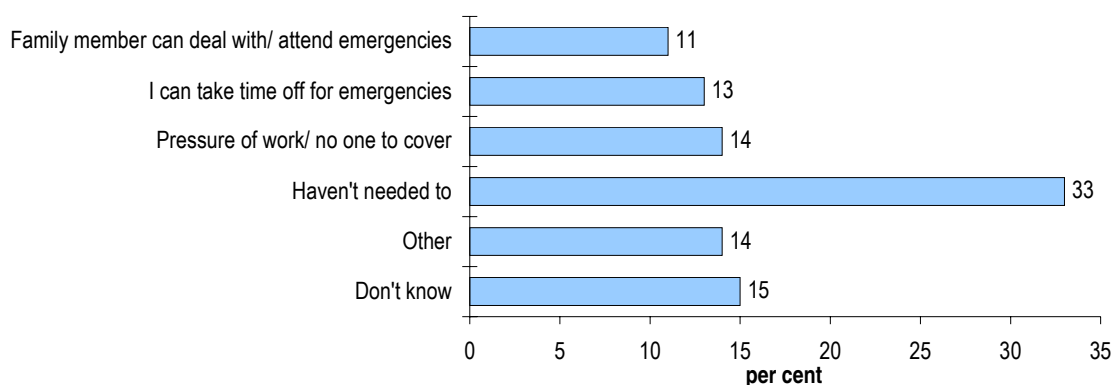
6.3 Reasons for not taking emergency time off

Employees who had said that they had experienced an emergency but had not taken time off were then asked:

'What are the main reasons for not taking emergency time off to deal with a dependant (eg children, other family members)?'

In all, there were 76 unweighted employees who had not taken time off to deal with their emergency. This base constituted ten per cent of the employees who had reported experiencing an emergency and almost four per cent of all employees. Figure 6.2 shows all the reasons given by employees who had experienced an emergency but had not taken time off for not taking time off.

Figure 6.2: Reasons for not taking emergency time off to deal with a dependant, for those who had experienced an emergency but had not taken time off



Unweighted base = 76

Note: these proportions should be treated with caution give the small base

Source: IES/ICM, 2006

Figure 6.2 shows that the most frequently given answer to this question, which was cited by 25 employees, was that they had not needed to. Eleven employees said that they could take time off for emergencies. Other cited reasons for not taking time off were: 'pressure of work/nobody to cover' (cited by 11 employees); 'family member can deal with/attend emergencies' (given by nine employees); 'other/unspecified' (given by ten employees) and 'don't know' (cited by ten employees). Looking at the range of responses given to this question, one can see that those saying 'they could take time off' or 'family member can deal with emergencies' can be grouped together with employees citing 'not needing to take time off'. It is, therefore, fair to say that for almost two-thirds of this small number of employees, there was no need for them to take time off.

6.4 Employers' agreement to emergency time off at short notice

All employees were asked:

'I will now read out a number of reasons why you might take time off at short notice and I'd like you to tell me how often, if at all, your employer would agree to this...'

The first reason for taking time off given to them was:

'Taking time off at short notice to care for a dependant'

Employees were able to reply that their employer would almost always, sometimes, or never agree to this. They were also able to say that this was not relevant to them or that they did not know whether or not employer would agree to this. Across the survey as a whole, 71 per cent of all employees reported that their employer would almost always agree to them taking time off at a short notice to care for a dependant. Twenty-one per cent said their employer would sometimes agree to this, three per cent said employer would never agree and five per cent said this was either not relevant or they did not know what their employer would do.

Table A5.32 (see Appendix 5) shows the variations in responses to this question. There were significant differences between the following groups:

- Those aged 35 to 44 were more likely to say that their employer would almost always agree (75 per cent), as compared to those aged 16 to 24 (65 per cent). However, employees aged 16 to 24 were more likely to say their employer would sometimes agree (28 per cent), compared to 19 per cent of employees aged 35 to 44.
- Flexible workers (excluding part-time workers) were most likely than non-flexible workers to say that their employer would almost always agree (78 per cent as compared to 68 per cent). Part-timers compared to full-timers, and part-time workers of the flexible worker group, on the other hand, were more likely than the average to say their employer would sometimes agree (25 and 24 per cent respectively).
- Employees with managerial duties were more likely than those without to say that their employer would almost always agree (76 per cent, compared to 68 per cent). However, those without managerial duties were more likely to say that their employer would sometimes agree (24 per cent, as compared to 16 per cent of those with managerial duties).
- Employees with a household income of £40,000 or more were most likely to say that their employer would almost always agree (79 per cent, compared to 62 per cent of those with a household income of less than £15,000). On the other hand, employees with a household income of less than £15,000 were more likely to say that their employer would sometimes agree (30 per cent, compared to 15 per cent of those with a household income of more than £40,000).
- Managers and professionals were more likely than those in operative and unskilled occupations to say employer would almost always agree (77 per cent compared to 62 per cent).
- Workers in the construction industry were more likely than those in manufacturing to say employer would almost always agree (80 per cent as compared to 68 per cent) whilst workers in distribution, retail, hotels and restaurants were more likely to say that their employer would sometimes agree

(27 per cent, compared to 17 per cent of construction workers and 21 per cent of manufacturing workers).

The second reason for taking time off given to employees was:

'Taking time off at short notice to deal with a household emergency such as a flood.'

Seventy-eight per cent of all employees stated that their employer would almost always agree to them taking time off at a short notice to deal with a household emergency such as a flood. Sixteen per cent said their employer would sometimes agree to this, three per cent said employer would never agree and the remaining three per cent said this was either not relevant or they did not know what their employer would do.

Table A5.33 (see Appendix 5) gives the variations in responses to this question. The following groups were most likely to say their employer would almost always agree to them taking time off to deal with a household emergency:

- Older employees (those aged 55 and over) in comparison to younger employees: 87 per cent of those aged 55 and over said employer would almost always agree, compared to 74 per cent of those aged 16 to 24.
- Flexible workers (excluding part-time workers of this group) were most likely to say that their employer would almost always agree (82 per cent), compared to 76 per cent of part-time flexible workers and 77 per cent of non-flexible workers.
- Employees with a household income of £40,000 or more were most likely to say that their employer would almost always agree (82 per cent, as compared to 74 per cent of those with a household income of less than £15,000).
- Workers in construction (89 per cent) followed by workers in banking, finance and insurance industry (83 per cent) were more likely to say that their employer would almost always agree, compared to those working in distribution, retail, hotels and restaurants industry (75 per cent).

The third reason for taking time off given to employees was:

'Taking time off at short notice to care for a sick pet.'

Overall, only 21 per cent of all employees reported that their employer would almost always agree to this, almost one-third (32 per cent) said that their employer would sometimes agree, 30 per cent said that their employer would never agree and over one in six (16 per cent) replied this was either not relevant or they did not know what their employer would do. The results of the sub-group analysis showed significant differences between the following groups in terms of their answers to employer's agreement to take time off at a short notice to care for a sick pet:

- Male employees were more likely than female workers to answer to this question as never (32 per cent as compared to 27 per cent), whilst women were more likely than men to say this was either not relevant or they did not know the answer (20 per cent as compared to 13 per cent).
- Those aged 55 and over were most likely to say that their employer would almost always agree (25 per cent), whilst employees aged 16 to 24 were most likely than the average to answer this as sometimes (41 per cent).

- Part-time workers were more likely than full-timers to say this was either not relevant or they did not know the answer (23 per cent as compared to 15 per cent).
- Non-flexible workers were most likely than the two groups of flexible workers to answer this as never: 34 per cent of non-flexible workers said never, compared to 25 per cent of other flexible workers and 28 per cent of part-timers of the flexible workers group.
- Employees with managerial duties were more likely than those without to say sometimes (36 per cent as compared to 30 per cent).
- Non-members of trade unions/staff associations were more likely than members to say sometimes (34 per cent as compared to 28 per cent).
- Employees with a household income of £40,000 or more were most likely to say that their employer would almost always agree (26 per cent, compared to 18 per cent of those with a household income of £25,000-£39,999 and 20 per cent of the other lower income bands).
- Parents with dependant children aged six and over were more likely than parents with children aged under six to answer this as sometimes (34 per cent, compared to 25 per cent).
- Workers in banking, finance and insurance industry were more likely than those in other services to say that employer would sometimes agree to this (38 per cent, as compared to 25 per cent).

The last reason for taking time off given to employees was:

‘Taking time off at short notice to attend a hair or beauty appointment.’

This reason for taking time off received the lowest proportion of employees saying that their employer would either almost always or sometimes agree. Only four per cent of all employees said their employer would almost always agree to this, 12 per cent said they would sometimes agree, whilst almost one in eight employees (79 per cent) answered that their employer would never agree to them taking time off to attend a hair or beauty appointment. In five per cent of cases, the response was that this reason was either not relevant or they did not know what their employer would do. There were statistically significant differences between the following two groups only:

- Those who were flexible workers (excluding part-time working) were more likely than the part-time flexible workers and non-flexible workers to answer this question as sometimes: 17 per cent of flexible workers, compared to 11 per cent of part-time flexible workers and ten per cent of non-flexible workers said sometimes.
- Employees in banking, finance and insurance industry and workers in construction industry were most likely than the average to say employer would sometimes agree to this (19 and 18 per cent respectively). On the other hand, employees in public admin, education and health and those in other services were least likely to answer this as sometimes: nine per cent in each industrial group said that their employer would sometimes agree to this.

The relationship between employees’ answers to whether their employer would agree to taking time off for a variety of reasons and the number of days taken off by employees was also explored. The results of the analysis showed no significant differences in the average number of days taken for an emergency and

employees' answers on whether their employer would agree to them taking time off for a variety of reasons.

Analysis was also conducted to explore whether there was a relationship between employees' answers to whether their employer would agree to taking time off for a variety of reasons, and whether employees had taken one or two days, three to four days, or five or more days off for an emergency. There were no significant differences when examining taking time off for a dependant, for a household emergency or to care for a sick pet. However, those who reported taking three to four days in total to deal with an emergency were most likely than the average to reply that their employer would sometimes agree to taking time off to attend a hair or beauty appointment.

6.5 Take-up of parental leave

All parents were asked about their take-up of parental leave:

'By law, parents are entitled to take unpaid leave of up to 13 weeks to look after their child within the first five years following the birth. This is called parental leave. Since starting your current job/in the last 12 months and with your current employer, have you taken parental leave?'

There were 571 unweighted cases of parents in this survey. The number of parents who had dependant children (aged up to 16, or 16 to 18 in full-time education) was 512. In all, a small number of parents (an unweighted base of 31) said that they had taken parental leave: 19 were mothers and 12 were fathers. This was one per cent of all employees, or six per cent of all parents of dependant children.

Further analysis showed that three of these parents (all mothers) were not in the 'parents with dependant children' category as their children were older than 18. This may suggest that they might have either misunderstood the question or that they might have had some other form of unpaid leave in mind while answering yes to this question. It may also be possible, however, that these parents would have been entitled to parental leave if their children were either adopted or disabled and were 19 at the time of the survey (as they were asked about take-up in the last 12 months). Therefore, these individuals were included in further analysis. Similarly, nine of the parents who reported having taken parental leave had dependant children aged six to 11. One possibility was that these children were within the eligible age band when their parents had actually taken parental leave (as the question referred to the past 12 months), or that these parents may have had either adopted or disabled children up to the age of 18. However, information on whether children were adopted or disabled was not available in the data.

The parents who had said that they had taken parental leave in the last 12 months were then asked:

'What did you use your parental leave for?'

Of the 31 employees who said that they had taken parental leave, 24 employees (18 mothers and six fathers) said that they used this leave to look after their child/ill child, six of them (all fathers) cited 'other/unspecified' reasons and one person said they did not know why they had taken this leave. The base for take-up of parental leave was far too small to conduct any further sub-group analysis which would produce meaningful comparisons.

6.6 Overview and comparison over time

In this section, comparisons are made between the third Work-Life Balance Study (WLB3) and relevant findings from the second (WLB2).

Time off in an emergency

In WLB2, employees were also asked whether they had experienced an emergency which they had to deal with at short notice involving a dependant (eg children, other family members) during their working week. Overall, 38 per cent of employees in WLB2 had reported experiencing an emergency, which was exactly the same (38 per cent) in this survey. This figure increased to 56 per cent amongst parents with dependant children, compared with 32 per cent of employees without dependant children in WLB3. This finding indicates a slight increase over time as the WLB2 survey reported 53 per cent of parents experiencing an emergency as compared to 27 per cent of employees without children.

Those who had experienced an emergency were then asked whether they had taken time off to deal with such an emergency. Due to a routing error in WLB2, this question was asked to all employees rather than employees who had experienced an emergency. Therefore, their finding of 45 per cent of all employees answering yes to taking emergency time off was not directly comparable to the finding of WLB3 (90 per cent of those who had experienced an emergency, or 34 per cent of all employees).

Number of days taken off in total

In both WLB2 and WLB3, employees who had taken emergency time off were then asked to say how many working days in total they had taken to deal with their emergency. Table 6.2 shows change over time in the number of working days taken off in total by employees who had taken time off to deal with an emergency. It seems that there has been a notable increase in the number of days taken off for emergencies since WLB2. The average number of days has increased from just two days to more than five days in WLB3. However, there was no reference to the past 12 months in the WLB3 survey question, in contrast to WLB2 which referred to the last year. Also, in WLB3 this question asked about 'working

Table 6.2: Trends in number of days taken off to deal with an emergency for employees who had taken time off at short notice to deal with an emergency in WLB2 and WLB3

	WLB2 %	WLB3 %
Mean number of days	2.00	5.07
1-2 days	53	50
3-4 days	22	23
5 days or more	23	27
Don't know/cannot remember	2	-

Unweighted base for WLB2: All who have taken time off at short notice to deal with an emergency in the last year and with current employer (923)

Unweighted base for WLB3: All employees who have taken time off at short notice to deal with an emergency (723)

- = no employees in this cell

Source: Stevens et al., 2004; and IES/ICM, 2006

days or hours' when asking about number of days taken off. In WLB2, however, there was no specification of 'working' days as employees were asked to say just how many days. These differences mean that comparisons should be treated with particular caution.

Types of leave taken for emergency time off

In both surveys, employees who had taken emergency time off were also asked whether the time was taken as paid or unpaid leave. The comparison of the figures from these two surveys shows that there have been some changes in terms of how employees take their emergency time off. In WLB2, 49 per cent said they took time off as fully paid leave, as compared to 52 per cent of WLB3 employees. Unpaid leave was taken by 14 per cent of the WLB2 employees, as compared to 15 per cent of WLB3 employees. Those who said they had taken time off but made it up later made up 14 per cent of the WLB2 employees who had taken emergency time off, as compared to 16 per cent of the WLB3 employees. Annual leave/holiday was used by 13 per cent of the WLB2 employees, as compared to 16 per cent of WLB3 employees. Those who said they had taken time off as sick leave constituted four per cent of the WLB2 employees while this was seven per cent in this survey. Partly paid leave was mentioned by similar number of employees in WLB2 and WLB3: two and three per cent respectively. Some other form of leave was cited by only three per cent of the WLB2 whilst this was mentioned by nine per cent in the WLB3.

These figures seem to suggest that since WLB2 in 2003, there have been notable increases to almost all forms of leave taken by the employees. However, this is misleading, as well as having no reference to last 12 months when this question was asked, employees in WLB3 were also able to give more than one answer to this question. This meant that there was response overlap between the types of leave cited by the employees in WLB3 (this was offered as a single-response question in WLB2). The increases reported here may possibly be the result of having a multiple-response based question and therefore, these figures should be treated with caution.

Take up of parental leave

The parental leave take-up was also examined in the WLB2 survey. Their analysis reported that an unweighted base of 34 parents took this leave. The base used in the WLB2 was all parents with dependant children aged 19 or under, who said their employer provided parental leave. The current survey did not include a question on the provision of parental leave. Therefore, when comparing the findings to examine change over time, one should note the change in the bases used, which may have influenced the outcome. However, the number of employees who had said yes to this question was quite similar in these two surveys. In WLB3, there were 31 parents (unweighted base) who said that they had taken parental leave in the last 12 months and with their current employer. These figures suggest that the take-up of parental leave has been relatively steady in the last three years.

Concluding points

This chapter has shown that a large majority of employees who had experienced an emergency had taken time off at short notice to deal with it. In those few cases where employees reported not taking time off, almost two-thirds said there was no need for them to take time off. Overall, employees were confident that their employer would almost always agree to them taking time off at a short notice

when the reason was either to care for a dependant or to attend to a household emergency such as a flood. They were, however, less confident that their employer would agree to them taking time off at a short notice to care for a sick pet. When it came to taking time off to attend a hair or beauty appointment, employees were certain that employer would never agree to this.

SECTION 7

Employees with caring responsibilities for adults

This chapter examines the caring responsibilities of employees. It begins by examining the characteristics of those who care for other adults, outlining the definition of carers used. It then goes on to look at the nature of these caring responsibilities in terms of the number of adults carers care for, and who these adults are, and the number of hours per week carers spend caring. The awareness amongst employees of the Government's plan to extend the right to request flexible working to carers of adults is then examined. In the concluding section of the chapter findings from WLB3 are compared to findings about carers in the General Household Survey (GHS).

Relationships are only reported in the text of this chapter if they are statistically significant (unless otherwise stated).

7.1 Characteristics of those who care for other adults

The definition of carers used in this third Work-Life Balance survey was taken from the General Household Survey (GHS) 2000. Carers are defined in this survey as those who responded yes to the question:

'May I check, are there any adults living with you or not living with you who are sick, disabled or elderly whom you look after or give special help to, other than in a professional capacity?'

Employees who had answered yes to the question above asking if they had caring responsibilities were then asked in this survey:

'Are they living in your household?'

Employees were probed for the following responses:

'Yes - in this household'

'Yes - in another household'

'Yes - both in this household and in another household'

'No'

'Not sure.'

However, the wording of this follow-up question proved problematic. It was only asked of those who had said they had caring responsibilities, and yet a 'No' response was provided. The question was therefore changed during the fieldwork period, to:

'And are they living...'

'In your household?'

'In another household?'

'In both this household and another household?'

However, this meant that some carers provided a 'no' response before the question was changed (17 weighted employees, or nine per cent of all carers). Table A5.34 (see Appendix 5) shows the proportion of all employees who were carers. In order to make further comparisons with the GHS (see Section 6.6 below), Table A5.34 also shows the proportion of all employees who said that they cared for an adult in their household (including those who cared for adults both in their household and in another household), and the proportion of all employees who cared for an adult in another private household only. The 17 weighted employees who gave a 'no' response before the question was changed are treated as non-carers for this analysis, as they gave no information on where the adult they cared for lived.

Table A5.34 shows that in all nine per cent of employees had caring responsibilities. There were significant differences between the following groups in terms of whether they had caring responsibilities:

- Women were more likely than men to have such responsibilities: 12 per cent of women compared to seven per cent of men.
- Public sector workers were also more likely than private-sector workers to have caring responsibilities: 13 per cent, as compared to eight per cent.
- Those aged 45 to 54 being most likely to have caring responsibilities (15 per cent, compared to 14 per cent for those aged 55 or more, six per cent for those aged 16 to 24, seven per cent for those aged 25 to 34, and six per cent for those aged 35 to 44).
- Part-time workers were more likely to be carers (12 per cent) than other flexible workers (nine per cent), and non-flexible workers (seven per cent).

The table also shows that four per cent of all employees cared for someone in the same household, and four per cent of all employees cared for someone in another household only. Some significant differences between groups in terms of whether employees were caring for someone in the same household (including those caring for someone in their household as well as someone in another private household) or were caring for someone in another household only are also shown in the table.

- Women were more likely to be caring for someone in another household only than men (three per cent of female employees compared to one per cent of men).
- Private-sector workers were more likely to be caring for someone in the same household than public sector workers (three per cent of private sector workers compared to one per cent of public sector workers).
- Those age 45 to 54 were the age group most likely to be caring for someone in another household only.
- Non-flexible workers were most likely to be caring for someone in the same household, whilst part-time workers (compared to other flexible workers and non-flexible workers) were most likely to be caring for someone in another household only.

Analysis was then conducted to explore the characteristics of employees who had caring responsibilities, the results of which is shown in Table A5.35 (see Appendix 5), which shows that 61 per cent of the carers in this survey were women, 56 per

cent worked in the private sector, 57 per cent were aged 45 or above and almost three-quarters (73 per cent) worked full-time. In terms of whether they worked flexibly, carers were fairly evenly spread between those who worked part-time, those who worked other flexible arrangements, and those who were not flexible workers. Carers were fairly evenly spread across workplaces of different sizes, and just 28 per cent working for small employers with five to 24 staff. Almost six in ten had managerial/supervisory duties (59 per cent) whilst just over six in ten (61 per cent) were members of a trade union/staff association, and carers were evenly spread across income groups. Just over three-quarters (76 per cent) had no dependant children, whilst only four per cent had a dependant child under six years old.

7.2 Nature of caring responsibilities

The nature of the caring responsibilities of carers were also examined in the survey. Carers were asked:

‘How many people do you care for in your household?’

‘How many people do you care for in other households?’

Table 7.1 presents a summary of the findings on the number of adults carers cared for, examining those they cared for in their household and in another household.

Table 7.1: The number of adults cared for by employees who were carers

	In your household**		In another household only		Total	
	Carers who cared for adults in their household %	All employees %	Carers who cared for adults in another household only %	All employees %	Carers who cared for adults in their own or other households %	All employees %
1 adult	88	4	73	3	79	7
2 adults	7	*	23	1	15	1
3 or more adults	*	*	*	*	5	*
<i>Unweighted base</i>	82	2,081	93	2,081	172	2,081

* Weighted cell count fewer than five or cell percentage less than one per cent

** Includes people who were caring for someone in the same household and someone in another private household

Source: IES/ICM, 2006

Table 7.1 shows that seven per cent of all employees cared for one adult only, with a further one per cent caring for two adults. Four per cent of all employees cared for one adult in their own household, whilst three per cent cared for one adult in another household. Table A5.36 (see Appendix 5) goes on to examine the number of adults carers cared for in total (including both those in their household and those in another household) by a range of sub-groups.

Table A5.36 shows that 79 per cent of carers who cared for an adult in their own or other households cared for one adult, with 15 per cent caring for two adults and five per cent caring for three or more adults. Whilst Table A5.36 shows a range of differences between sub-groups in terms of the number of adults cared

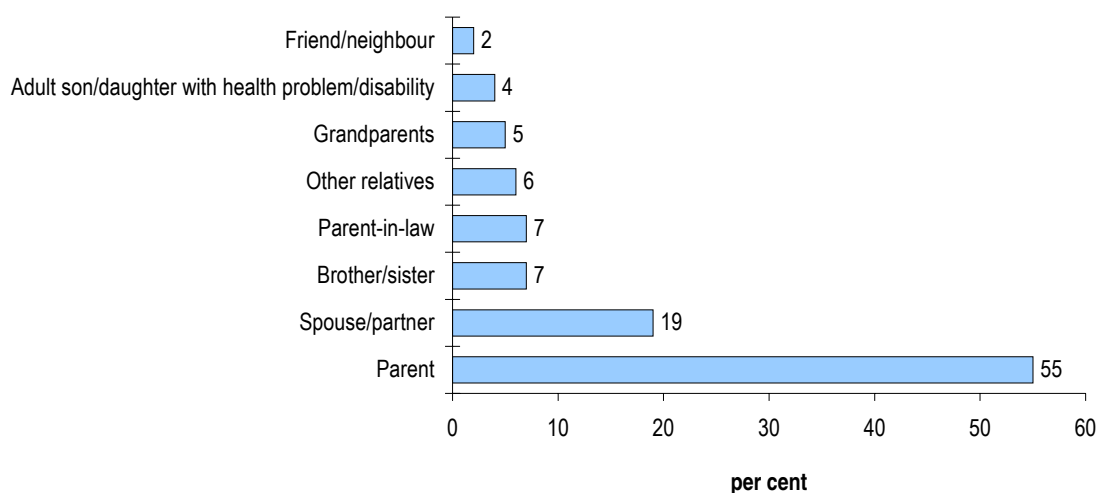
for by the carers in the sample, the only significant difference is that between full-time and part-time workers. Eighty-four per cent of carers who worked full-time cared for one adult, compared to 62 per cent of carers who worked part-time. Over a quarter (26 per cent) of carers who worked part-time cared for two adults, compared to just over one in ten (12 per cent) carers who worked full-time.

Carers were then asked:

‘Who is it that you look after or help?’

Figure 7.1 shows the results of this question (which was a multiple response question) and shows that 55 per cent of carers who cared for an adult in their own or other households looked after a parent, 19 per cent looked after a spouse or partner, seven per cent looked after a brother or sister, seven per cent looked after a parent-in-law, six per cent looked after other relatives, five per cent looked after grandparents, and four per cent looked after an adult son or daughter with a health problem/disability. As this was a multiple response question, it is not appropriate to test differences between groups in terms of who they cared for.

Figure 7.1: Who employees who were carers looked after or helped



Unweighted base = 172 (carers who cared for adults in their own or other households)

Note: Other and don't know all had fewer than five responses and are therefore not shown. This question was multiple response

Source: IES/ICM, 2006

7.3 Number of hours spent on caring for other adults

Carers were then asked:

‘How many hours do you spend caring for the people you have mentioned in a typical week?’

Twenty-three per cent of all carers spent one to five hours per week caring, whilst 16 per cent spent six to ten hours, 14 per cent spent 11 to 20 hours and 20 per cent spent more than 20 hours per week caring.

Table A5.37 (see Appendix 5) shows only those carers who cared for an adult in their own or other households who gave a number of hours they spent caring. The mean number of hours spent caring was 19.01 hours, although it should be noted that a small number of employees gave responses of a very high number of

hours⁷, skewing the mean score. There were no significant differences between groups in terms of the mean scores. The median score may be a more accurate reflection of the average time spent caring per week, which was ten hours for all employees.

There were some significant differences between groups shown in Table A5.37 in terms of the number of hours carers spent caring per week. Those without managerial/supervisory duties were more likely than those with such duties to spend more than 20 hours a week caring (35 per cent compared to 15 per cent), and those with a household income of over £40,000 per year were most likely to spend one to five hours per week caring.

7.4 Awareness of government's plan to extend the right to request flexible working to carers of adults

All employees were asked:

'Are you aware that the Government wants to extend the right to request flexible working to carers of adults?'

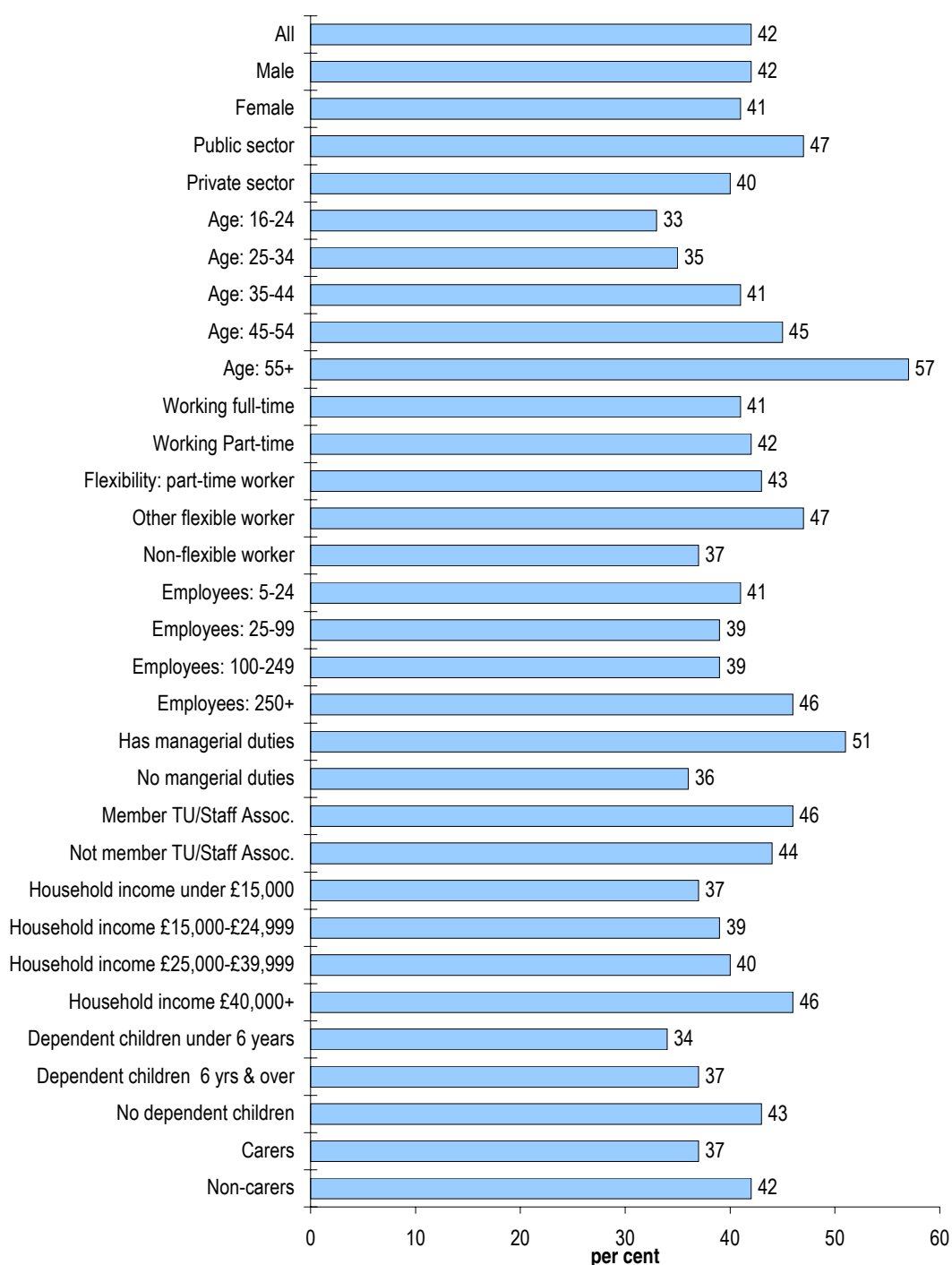
Figure 7.2 shows the results of this question.

The figure shows that 42 per cent of employees said that they were aware that the Government wants to extend the right to request flexible working to carers of adults. A higher proportion of older workers (57 per cent of those aged 55 and over) were aware of this possible extension than were younger employees (33 per cent of those aged 16 to 24). The following significant differences were also found:

- employees with managerial duties were more aware than those without (47 per cent, as compared to 36 per cent)
- public sector workers were more aware (47 per cent, as compared to 40 per cent of private sector)
- other flexible workers were more aware (47 per cent, as compared to 37 per cent of non-flexible workers)
- employees with a household income of more than £40,000 were more aware (46 per cent, as compared to 37 per cent of those with less than £15,000)
- those with no dependant children were more aware (43 per cent, as compared to 34 per cent of employees with dependant children).

⁷ Including one who said they spent seven days a week, 24 hours a day caring, a response which is not credible as the sample for this survey is of adults of working age working as employees in organisations employing five or more people at the time of the survey.

Figure 7.2: Awareness amongst employees of the Government's desire to extend the right to request flexible working to carers of adults



Notes: Base is 2,081

Source: IES/ICM, 2006

7.5 Overview and comparison with the GHS

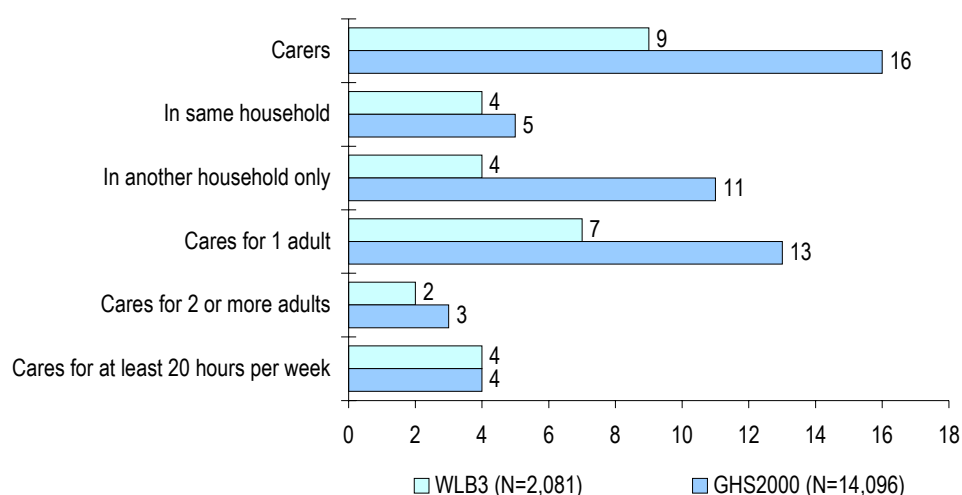
Comparison with the General Household Survey

The General Household Survey (GHS) has collected information on the extent and nature of care-giving for the elderly, sick and disabled in Britain at five-year

intervals since 1985 (Maher and Green 2002). There are a number of major differences between the methodologies of the GHS 2000 and WLB3. The results of the GHS 2000 are based on a nationally representative sample of over 14,000 adults living in private households in Great Britain. It includes all adults aged 16 or over, including both those in employment and those not in employment. It therefore reports on a different group of employees than WLB3, which focuses only on adults of working age (16 to 64 for men and 16 to 59 for women) working as employees at the time of the survey in organisations employing five or more people. Another major difference between the GHS and WLB3 is that the GHS collects data using face to face interviews, rather than by telephone interviews used by WLB3. Comparisons between GHS 2000 and WLB3 should, therefore, be treated with caution.

Figure 7.3 compares key findings on carers from WLB3 and the GHS 2000.

Figure 7.3: Comparison of key findings on carers from WLB3 and the GHS 2000



Source: Maher and Green, 2002 and IES/ICM, 2006

Figure 7.3 shows that nine per cent of employees in WLB3 were carers, compared to 16 per cent of employees in the GHS 2000. This difference is likely to reflect the fact that WLB3 only includes adults of working age employed in organisations of five or more people, whilst the GHS also includes those working for smaller organisations, those not in employment, and those above working age. In WLB3, four per cent of employees care for an adult in the same household⁸ compared to five per cent in GHS 2000, whilst four per cent of employees in WLB3 care for an adult in another household only, much less than the 11 per cent who do so in GHS 2000.

In terms of the nature of caring responsibilities, seven per cent of employees in WLB3 care for one adult compared to 13 per cent in GHS 2000, whilst two per cent care for two or more adults, compared to three per cent in the GHS 2000. In both surveys, four per cent of employees spent at least 20 hours per week caring. It is interesting to note that despite WLB3 focusing on employees, who have to balance employment with caring, findings are similar to the GHS when looking at those with heavier caring responsibilities: caring for two or more adults, and caring for at least 20 hours per week.

⁸ Including those caring for someone in their household as well as someone in another private household.

Other comparisons with the GHS show that:

- 58 per cent of carers in the GHS 2000 were women, compared to 61 per cent in WLB3
- 26 per cent of carers in the GHS 2000 had dependant children, compared to 23 per cent in WLB3
- in GHS 2000, 38 per cent of carers looked after a parent, compared to 55 per cent in WLB3
- in GHS 2000, 18 per cent of carers looked after a spouse, compared to the 19 per cent who looked after a spouse or partner in WLB3
- in GHS 2000, 14 per cent of carers looked after a parent-in-law, compared to seven per cent in WLB3.

Concluding points

This chapter has shown that almost one in ten employees are balancing employment with caring responsibilities, which in most cases was caring for one adult, most likely a parent or spouse/partner. Just over a quarter of carers spent more than 20 hours per week caring. Just over two-fifths of all employees said they were aware that the Government wants to extend the right to request flexible working to carers of adults.

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Appendix 1: Description of sample

In this appendix some of the key characteristics of the survey of employees are summarised, distinguishing between:

- personal characteristics
- family and household characteristics
- characteristics of employee's employer
- characteristics of employee's job.

Table A1.1: Personal characteristics

		%
Gender	Male	55
	Female	45
Age	16-24	15
	25-34	21
	35-44	28
	45-54	22
	55-64	14
Ethnicity	White	91
	Non-white	8
	Not answered	1
Marital status	Single	36
	Married	46
	In Civil Partnership	5
	Divorced	9
	Widowed	1
	Separated	2
Highest qualification obtained	None	7
	GCSEs/O-Levels/CSEs	20
	Vocational Qualification	18
	A-Levels/Scottish Highers	11
	Degree/professional degree	19
	Postgraduate degree	10
	Other	13
	Not answered	1
Disabilities/long-term health problems	Yes	13
	No	87

Unweighted N= 2,081

Source: Source: IES/ICM, 2006

Table A1.2: Family and household characteristics

		%
Parent of child aged under 6		7
Parent of child aged 6-11		17
No dependant children		76
Caring/support responsibilities for family or friends	Yes	9
	No	91
Household annual income	Under 15K	20
	15-24.99K	18
	25-39.99K	19
	40K or over	21
	Not answered	22

Unweighted N= 2,081

Source: Source: IES/ICM, 2006

Table A1.3: Employers' characteristics

		%
Sector	Public	28
	Private	72
SIC	Manufacturing	15
	Construction	6
	Distribution, Retail, Hotels & Restaurants	18
	Transport, Storage & Communication	7
	Banking, Finance, Insurance, etc.	14
	Public Admin, Education, Health	30
	Other Services (services other than given above, including agriculture, hunting and forestry, fishing, mining, quarrying and electricity, gas & water supply)	7
	Not answered	3
No. of employees	5-24	29
	25-99	26
	100-249	17
	250+	27
	Not answered	1
Workplace gender mix	Mixed	33
	Mostly Men	35
	Mostly Women	32

Unweighted N= 2,081

Source: Source: IES/ICM, 2006

Table A1.4: Characteristics of employees' job

		%
Work status	Full-time	63
	Part-time	18
	Do not have contracted hours	19
SOC	Operatives & Unskilled	19
	Services & Sales	16
	Clerical & Skilled Manual	21
	Managers & Professionals	40
	Not answered	4
Permanency	Permanent	92
	Temporary	4
	Fixed Term	3
	Other	1
Length of service with employer	< 1 year	17
	1-2 years	9
	2-5 years	30
	5+ years	44
Managerial/supervisory duties	Yes	37
	No	63
Written contract (stating terms and conditions of job)	Yes	89
	No	11
Trade Union membership	Yes	29
	No	23
	Not applicable**	48

Unweighted N= 2,081

** No TU/staff association recognised in the workplace so question about whether a member or not or the TU/Staff Association in the workplace not applicable

Source: Source: IES/ICM, 2006

Appendix 2: Recodes

In this appendix, the details of the recodes used for the open-ended questions in Chapters 2, 3 and 4 are explained. Please note that where number of employees are given, these are unweighted numbers.

Chapter 2

'What is the main reason you work overtime?'

The interviewer was given the following pre-codes but instructed not to read these out:

1. to make more money
2. my employer expects it
3. I like my job
4. my organisation encourages it
5. I have too much work to finish in my normal working hours
6. my colleagues all work more hours
7. I do not want to let down the people I work with

The 'don't know' response was used when employees had no answer to the question.

The following additional responses were given to this question, which were added to the pre-codes:

8. the nature of the business
9. staff shortages
10. meet deadlines/finish job
11. meetings/training/events
12. pressure from work
13. business travel
14. other (specify).

The 'don't know' response was used when employees had no answer to the question.

To enable meaningful sub-group comparisons, these 13 responses were recoded into three main categories.

The category called '**workload demands**' included the following responses:

- I have too much work to finish in my working hours
- meet deadlines/finish the job
- meetings/training events
- pressure from work
- business travel
- staff shortages

The category called '**organisational culture**' included the following responses:

- my employer expects it
- the nature of the business
- my organisation encourages it
- my colleagues all work more hours

The category called '**personal choice**' included the following responses:

- to make more money
- I like my job
- I don't want to let people down.

The 'don't know' and 'other' categories were not included in the recoding.

Chapter 3

'What are the reasons for not requesting a change to working arrangements?'

The interviewer was given the following pre-codes but instructed not to read these out:

1. content with current work arrangements
2. job does not allow it/doesn't suit my job
3. too much work to do
4. concerned about the extra workload for my colleagues
5. concerned about my career
6. concerned about my job security
7. not convinced my employer would allow it
8. do not feel confident enough to ask my employer
9. could not afford any reduction in my income.

The following additional responses were given by employees, which were added to the pre-codes:

10. doesn't suit domestic/household arrangements

11. not aware of the new right
12. already working flexibly
13. not eligible to request flexible working
14. happy with current work-life balance
15. other.

The 'don't know' response was used when employees had no answer to the question.

To enable meaningful sub-group analysis, the most common responses to this question were grouped into 'personal reasons' and 'business/employer reasons'. As employees were able to give more than one answer to this question, tests were conducted to determine whether or not individual employees had given responses which fell into both groups, however very little overlap was found, meaning that almost all employees gave EITHER personal reasons OR business reasons to explain why they had not asked to change the way that they worked. Also, by recoding these responses into categories of a single variable, the 'double counting' aspect of multiple response categories was controlled and therefore, significance testing could be conducted.

The '**personal reasons**' category included the following responses:

- content with current working arrangement
- happy with current work-life balance
- doesn't suit domestic/household arrangements
- already working flexibly.

The '**business/employer reasons**' category included the following responses:

- job does not allow it/doesn't suit my job
- not convinced my employer would allow it
- don't feel confident enough to ask my employer
- not eligible to request flexible working.

The other responses were cited by very few (less than ten employees, except for the 'too much work to do' response, which was cited by 19 employees) and the response overlap and variations between these categories suggested that they did not fit in with the two main categories of this question. Therefore, they were not included in the recoding. Furthermore, the 'don't know' and 'other' categories were not included in the recoding.

Chapter 4

'What are the main reasons you work in this way?'

The interviewer was given the following pre-codes but instructed not to read these out:

1. childcare Needs
2. other caring needs for adults (relatives, friends or neighbours, not childcare)

3. demands of employers
4. demands of job
5. makes my life easier, to get things done, be more efficient
6. have more free time
7. the cost of paying for childcare
8. to spend more time with my family
9. it's the nature of my job/type of work.

The following additional responses were given by employees, which were added to the pre-codes:

10. to be able to study
11. reduces time/travel/costs
12. health reasons
13. more money
14. other.

The 'don't know' response was used when employees had no answer to the question.

As employees were also able to give more than one answer to this question, the same procedure used in the question above was also followed here and the most common responses to this question were grouped into 'personal reasons' and 'business/employer reasons' to enable meaningful sub-group analysis.

The '**personal reasons**' category included the following responses:

- childcare needs
- other caring needs for adults (this was intended to be used as a separate category but it had only 21 employees and therefore used as part of the 'personal reasons' category)
- makes my life easier
- have more free time
- more time with my family
- to be able to study
- health reasons
- reduces time/travel/costs
- more money
- the cost of paying childcare.

The following responses were included in the '**business reasons**' category:

- demands of employers
- demands of job
- the nature of my job/type of work.

The responses of 'more money' (cited by 18 employees) and 'don't know' (cited by 34 employees) were not included in the recoding of this question.

'You said that you don't currently make use of these arrangements....can you tell me why that is?'

The interviewer was given the following pre-codes but instructed not to read these out:

1. too much work to do
2. concerned about colleagues workload
3. concerned about career progression
4. concerned about job security
5. employer would not allow it
6. financial reasons/cannot afford to
7. doesn't suit domestic arrangements
8. happy with current arrangements
9. job doesn't allow it.

The following additional responses were given by employees, which were added to the pre-codes:

10. no need/not necessary
11. no children/no childcare needs
12. hadn't thought of it/never been mentioned
13. on contract/fixed hours
14. just don't want to
15. part-time job/already do it/just applied
16. other.

The 'don't know' response was used when employees had no answer to the question.

Employees were able to give more than one answer to this question. Therefore, after ensuring that the response overlap was not going to be an issue between the three categories, the responses were recoded into the following three categories:

The '**personal reasons**' category included the following responses:

- happy with current arrangements
- doesn't suit domestic arrangements
- no need/not necessary
- no children/no childcare needs.

There were as many as one in ten employees citing that they could not afford to work flexibly. This response was treated as a separate category called '**financial reasons**' and recoded accordingly.

The third category was called '**business/employer/nature of job-related reasons**' and covered the following responses:

- employer would not allow it
- job doesn't allow it
- on contract/fixed hours
- too much work to do
- concerned about career progression
- concerned about job security.

The responses of 'hadn't thought of it', 'just don't want to', 'other' and 'don't know' were not included in the recoding.

'What have been the positive consequences of you being able to work flexibly?'

The interviewer was given the following pre-codes for this question but instructed not to read these out:

1. do not suffer from as much stress
2. improved relationships at home
3. improved health
4. more time to spend with family
5. have more free time.

The following additional responses were given by employees, which were added to the pre-codes:

6. childcare arrangements
7. convenient/suits me
8. work the hours I want
9. organise my life around work
10. attend appointments
11. time to study/complete a course
12. more holiday time
13. get more work done/less distractions
14. less travelling/avoid rush hours
15. more money
16. work-life balance improved
17. enjoy work/happier
18. nothing/no positive consequences

19. other (specify).

The 'don't know' response was used when employees had no answer to the question.

To enable meaningful sub-group analysis, the most common responses to this question were grouped into four separate categories. As employees were able to give more than one answer to this question, tests were conducted to determine whether or not there was response overlap between the responses of these categories and the results showed that the overlap was minimal. This analysis also showed that response overlap was highest between the responses of the same category. For example, those who mentioned convenience as one of the reasons were more likely to cite another convenience-related response. This finding suggests that recoding these responses was justified. The recoded categories were:

'Having more time', which referred to having more time in general as well as having more time for specific activities. This category included the following responses:

- have more time
- have more time to spend with family
- more time for holiday
- time to study/complete a course.

The **'convenience'** category covered the following responses:

- convenient/suits me
- attend appointments
- work the hours I want/flexible
- suits childcare arrangements
- less travelling/avoid rush hours.

The third category was called **'improved work-life balance'** and included the following responses:

- improved health
- improved relationships at home
- do not suffer from as much stress
- work-life balance improved
- enjoy work/happier.

The response of **'nothing/no positive consequences'** was treated separately as the fourth category and was recoded accordingly.

The response of 'more money' (cited by 21 employees) did not fit in with any of these categories and was therefore not included in the recoding. The 'other' and 'don't know' categories were also excluded from recoding.

'What have been the negative consequences of you being able to work flexibly?'

The interviewer was given the following pre-codes for this question but instructed not to read these out:

1. receive lower pay/salary
2. damaged career prospect
3. negatively affected relationships with colleagues/manager
4. increased stress levels
5. intensified workload.

The following additional responses were given by the employees, which were added to the pre-codes:

6. holidays become more expensive
7. no flexibility over holiday time
8. no overtime/set hours
9. missing out on family time
10. tiring/work longer hours
11. nothing/no negative consequences
12. other (specify).

The 'don't know' response was used when employees had no answer to the question.

The same procedure described for the above questions was also followed while recoding the responses of this question. After ensuring that response overlap was minimal between categories, the most common responses were grouped into the following categories:

The '**financial detriment**' category covered the following responses:

- lower pay/less money
- more expensive holidays
- no overtime to make more money.

The '**reduced work-life balance**' category included the following responses:

- intensified workload
- damaged career prospect
- increased stress levels
- no flexibility over holiday time
- negatively affected relationships with colleagues/manager
- tiring/work longer hours
- missing out on family time.

The response of '**nothing/no negative consequences**' was treated separately as the third category and was recoded accordingly.

The responses of 'other', 'don't know' and 'miss interaction with colleagues' were not included in the recoding.

'What have been the positive consequences for you, of your colleagues being able to work flexibly?'

This was another open-ended question. As it was not used in the previous work-life balance survey, it did not have any pre-codes for the interviewer. Employees were able to give more than one answer to this question. The following responses were cited:

1. staff happier/creates better working atmosphere
2. allows business flexibility/can cover hours needed
3. having to cover colleagues' work
4. spend more time with their family
5. they can look after children/family commitments
6. less stressful
7. achieve other interests
8. more job satisfaction/work harder
9. more freedom/time
10. more time to do work
11. keeps valued members of staff
12. convenient
13. other
14. doesn't affect me
15. none/nothing.

The 'don't know' response was used when employees had no answer to the question.

After ensuring that the response overlap was not going to be an issue between the following six categories, these were recoded as:

The first category called '**work environment benefits**' category included the following responses:

- happier/better working atmosphere
- more job satisfaction
- less stressful
- more time to work.

The '**business benefits**' category included the following responses:

- allows business flexibility
- achieve other interests

- keeps valued members of staff.

Although employees were asked about what the consequences were for 'them', of their colleagues' working flexibly, some went on to mention positive consequences for their colleagues. These responses were grouped under the '**individual benefits**' category, which were:

- people can look after children/family
- spend more time with their family
- more freedom/time
- convenient.

Around one in six employees said that there had been no effect on them and there was very little overlap between this response and other responses cited for this question. Therefore, the '**no positive consequences**' category included these individuals.

A fair number of employees (around ten per cent) cited '**it does not affect me**' and again there was almost no overlap between this response and the other responses given. Therefore, this was recoded as a separate category.

As one in five employees gave '**don't know**' answer, this was also treated as a separate category and recoded accordingly.

The responses of 'other' as these were unspecified answers and 'having to cover colleagues work' (which did not fit in with any of the categories; were cited by less than two per cent) were not included in the recoding.

'What have been the negative consequences for you, of your colleagues being able to work flexibly?'

This question was also another open-ended question, which was not used in previous work-life balance survey and therefore, did not have any pre-codes for the interviewer. Employees were able to give more than one answer to this question. The following responses were cited:

1. having to cover colleagues work
2. colleagues not available for phone calls/meetings
3. more/extra responsibilities
4. work not completed due to lack of staff
5. staff shortages/staff unwilling to provide cover
6. restrictions in holidays/time off
7. stressful/puts more pressure on FT staff
8. less productivity/less gets done
9. less money/reduced income
10. continuity issues/don't get to finish things off
11. increased workload
12. lack of interaction between staff/people not knowing what's going on
13. communication issues

14. lack of flexibility in the work hours

15. other

16. nothing/none/no negatives.

The 'don't know' response was used when employees had no answer to the question.

On the whole, this question had only five per cent response overlap between the given answers and most of these were in the 'other' category. The responses were grouped into five categories to enable meaningful sub-group analysis and these categories were:

The first category was called '**workload related consequences**' and included the following responses:

- having to cover colleagues work
- increased workload
- more/extra responsibilities
- staff shortages
- work not completed due to lack of staff
- less productivity/less gets done.

The second category was called '**individual consequences**'. Although employees were asked about what the consequences were for 'them', of their colleagues' working flexibly, some went on to mention negative consequences for their colleagues. These responses were:

- less money/reduced income
- restrictions in holidays/time off
- lack of flexibility in the work hours
- stressful/puts more pressure on FT staff.

The category of '**communication-related consequences**', the following responses were included:

- colleagues not available for phone calls/meetings
- lack of interaction/people not knowing what's going on
- communication issues.

A high proportion of employees cited '**no negative consequences**' and this response was treated as a separate response category and recoded accordingly.

Similarly, there was a high percentage of '**don't know**' answer to this question, which was also recoded as a separate category.

The responses of the 'other' category was not included in the recoding. Also, the 'continuity issues' response, which did not fit in with any of the categories (cited by less than two per cent) was not included in the recoding.

'What single thing, if anything, could your employer reasonably provide for you personally to achieve a better work-life balance?'

This was an open-ended questions and the interviewer did not have any pre-codes to code the responses. The interviewer was instructed to probe fully. Although the question asked about 'one single thing', the employees were able to cite more than one answer. the results of the tests showed that the majority of the response overlap was within the 'other', 'nothing' and 'don't know' categories. In other words, those who answered 'don't know' also went on to mention something else, which needed to be excluded from response categories.

First, the following responses were given by the employees:

1. flexitime
2. crèche
3. lighten workload/more staff
4. pay increase
5. work from home
6. more annual leave
7. compressed working week
8. improve facilities/equipment
9. less overtime
10. reduce work hours
11. increase work hours
12. more training
13. more breaks during the day
14. change work pattern/shifts
15. more job security
16. less paper work/bureaucracy
17. better work environment
18. better relationship with senior staff
19. better communication with senior staff
20. more time to catch up
21. nothing/happy with work arrangements
22. other.

The 'don't know' response was used when employees had no answer to the question.

To ensure that the response overlap was not an issue and to enable meaningful comparisons between sub-groups, the following categories were used to recode these responses:

The **'flexibility in working arrangements'** category included the following responses:

- flexitime
- work from home
- compressed working week
- increase/reduce hours
- change shifts
- less overtime/recognised overtime
- more annual leave.

The second category of '**better resources and work environment**' included the following responses:

- lighten workload/more staff
- more breaks during the day
- less paper work/bureaucracy
- more training
- more time to catch up
- better work environment
- improve facilities/equipment
- better relationship with senior staff
- better communication with senior staff.

A fair number of employees cited '**pay increase**' (around ten per cent) and therefore, this response was treated as a separate response category and recoded accordingly.

The response of 'nothing/happy with work arrangements' was also cited by a high proportion of employees (around 22 per cent) and this was recoded as a single category under the '**nothing**' category. Similarly, the '**don't know**' category was also treated as a separate category and recoded accordingly (one in five employees said they did not have an answer to this question).

The responses of 'more job security' (cited by 18 employees) and 'crèche' (cited by 22 employees) did not fit in with any of the categories and were not included in the recoding. The 'other' category which was cited by almost eight per cent were also excluded from the recoding as it had unspecified responses.

'What would be the one main arrangement, if anything, that employers could provide to support working parents?'

This was also an open-ended questions and the interviewer did not have any pre-codes to code the responses. The interviewer was instructed to probe fully. Similar to the previous question, the employees were able to cite more than one answer, even though the question asked about 'one main arrangement'. The results of the tests showed that the majority of the response overlap was within the 'other', 'nothing' and 'don't know' categories. The following responses were given by the employees:

1. flexible hours/flexitime
2. crèche/help with childcare

3. time off work when child is sick
4. allowed time off for school holidays
5. allow to work from home
6. general awareness and understanding
7. more money/higher salary
8. allow time for dropping off and picking up children from school
9. job share
10. allow more time off
11. term time contracts
12. paternity leave
13. part-time/shorter hours
14. flexibility (unspecified)
15. none/nothing
16. other.

The 'don't know' response was used when employees had no answer to the question.

To ensure that the response overlap was not an issue and to enable meaningful comparisons between sub-groups, the following categories were used to recode these responses:

The '**flexibility in working arrangements**' category included the following responses:

- flexible hours/flexitime
- allow to work from home
- job share
- term-time contracts
- work part-time/shorter hours.

The second category was called '**help with childcare arrangements**' and included the following responses:

- crèche/help with childcare
- time off work when child is sick
- allow time off for school runs
- paternity leave
- allow more time off
- allowed time off for school holidays
- general awareness and understanding.

The response of 'none/nothing' was cited by a fair number of employees (around eight per cent) and this was recoded as a single category under the '**nothing**' category. Similarly, the '**don't know**' category was also treated as a separate

category and recoded accordingly (almost a quarter of employees said they did not have an answer to this question).

The responses of 'more money/higher salary' (cited by 43 employees), 'flexibility unspecified' (cited by 86 employees) and 'other' (specified by 87 employees) did not fit in with any of the categories and were not included in the recoding.

Appendix 3: Factor analysis methodology and results

Factor analysis

Introduction

Factor analysis is used to uncover the latent structure (dimensions) of a set of variables. This technique reduces attribute space from a larger number of variables to a smaller number of factors and as such is a 'non-dependant' procedure (that is, it does not assume a dependant variable is specified). Factor analysis can be used for any of the following purposes:

- To reduce a large number of variables to a smaller number of factors.
- To select a subset of variables from a larger set, based on which original variables have the highest correlations with the principal component factors.
- To establish that multiple tests measure the same factor, thereby giving justification for administering fewer tests.
- To identify clusters of cases and/or outliers.

Factor analysis on attitudes to work-life balance

Employees in this survey were asked to say how far they agreed or disagreed on 12 attitude statements on different aspects of work-life balance. To be able to make meaningful comparisons between the sub-groups of this survey, it was decided that these 12 attitude items (variables) were factor analysed to find out if they could be reduced to a smaller number of variables.

Factor analysis was conducted to determine if there were any underlying dimensions within the data on the attitude to work-life balance statements. The Principal Components Analysis (PCA) was selected because PCA is generally used when the research purpose is data reduction (to reduce the information in many measured variables into a smaller set of components). PCA seeks a linear combination of variables such that the maximum variance is extracted from the variables. It then removes this variance and seeks a second linear combination which explains the maximum proportion of the remaining variance, and so on. This is called the principal axis method and results in orthogonal (uncorrelated) factors.

For the rotation of the factor analysis, varimax rotation was used. A Varimax solution yields results which make it as easy as possible to identify each variable with a single factor. This is the most common rotation option. For the rotation, one could either specify the number of factors extracted or alternatively could leave the rotation to determine the factor solution, ie the number of factors that would come out of the analysis. The results of the factor analysis with varimax rotation showed that the 12 work-life balance statements could be reduced to

three clear factors (components) with relatively high eigenvalues. The three factors and the items that were loaded on each factor extracted from the data are summarised in Table A3.1.

The first factor had an eigenvalue of 2.6 (21.3 per cent of the variance) and contained five of the attitude statements. As can be seen in Table A3.1, each of these statements had more than 0.5 factor loading. This factor was called positive views of work-life balance. The second factor included three of the attitude statements and each of these statements also had more than 0.5 factor loading. The second factor had an eigenvalue of 1.51 (13 per cent of the variance). This was called negative views of work-life balance.

Table A3.1: The WLB statements and their factor loadings extracted from the data

Work-life balance statements	Factor 1	Factor 2	Factor 3
People work best when they can balance their work and the other aspects of their lives	.68	-.10	.09
Having more choice in working arrangements improves workplace morale	.64	-.17	.05
Employers who offer flexible working value their staff more	.64	.13	-.16
People who work flexibly get more work done	.62	.06	-.12
Everyone should be able to balance their work and home lives in the way that they want	.54	-.07	.14
People who work flexibly create more work for others	-.04	.68	.08
People who work flexibly need closer supervision	-.16	.66	.11
People who work flexibly are less likely to get promoted	.13	.66	-.13
Employees must not expect to be able to change their working pattern if to do so would disrupt the business	-.16	.26	.50
It's not the employer's responsibility to help people balance their work with other aspects of their life	-.30	.29	.45
Employers should give all employees the same priority when considering requests to work flexibly	.21	-.12	.61
Employees without children should have the same flexibility in working arrangements as parents	.25	-.17	.65

Note: The number of cases is 2,081 (unweighted)

Source: IES/ICM, 2006

The third factor had four items with an eigenvalue of 1.17 (ten per cent of the variance). When it came to labelling this factor, this was not as easy to describe. Although this was a single factor, the content of it seemed to have split into two, indicating that there may be two sub-factors under one component. To test this assumption, the 12 statements were factor analysed again, this time with the rotation solution set to extract four factors. As suspected, the last factor was clustered into two groups, with each including two statements (see factor three in Table A3.1: the top two items were under one component (with factor loading of .50 and .45) and the bottom two under another (with factor loading of .61 and .65). The eigenvalue of just under one (0.98) for this last factor explained why this factor was not extracted with the initial solution (the most commonly used criteria to define a factor is to have an eigenvalue of greater than one). Different rotation solutions were also applied but they produced similar findings.

However, the purpose of using factor analysis in this survey was to reduce the number of variables into smaller but more coherent factors so that meaningful sub-group comparisons were possible. Therefore, it was decided to use four factors instead of three. The third factor included 'employees must not expect to be able to change their working pattern if to do so would disrupt the business' and 'it's not the employer's responsibility to help people balance their work with other aspects of their life'. This factor was called 'not employers' responsibility', which was relatively small, with both statements covering views on employers' role in work-life balance and both being worded negatively. The last factor contained 'employers should give all employees the same priority when considering requests to work flexibly' and 'employees without children should have the same flexibility in working arrangements as parents'. This was also a small factor, with the two statements referring to views about everyone having the same priority where flexible working is concerned. Therefore, this component was called 'same flexibility/priority'.

Before the sub-group analysis was carried out, the reliability statistics were tested and the following reliability co-efficients (Cronbach's Alphas) were obtained for the factors:

- the first scale (positive views of work-life balance): .63
- the second scale (negative views of work-life balance): .49
- the third scale (not employers' responsibility): .32
- the fourth scale (same flexibility/priority): .38
- if the third and fourth scales were combined together as one factor, the reliability co-efficient was much lower with .22.

Overall, these reliability coefficients were low, except for the first scale. However, considering the number of items within each of these three factors, this is not such an unusual finding. When constructing scales from factor analysis, one of the most commonly used criteria is to have a minimum of five items in each scale, which would very often produce a reliability coefficient of .60 to .70.

Appendix 4: Comparing WLB3 questions with other surveys

This Appendix shows how questions from the Third Work-Life Balance Survey (WLB3) can be compared with WLB1, WLB2 and the Second Flexible Working Employee Survey (FWES). Italicised text shows where comparisons have been made in this report between WLB3 and the relevant questions in the other surveys.

Table A4.1: Comparing WLB3 with earlier surveys

WLB3 question number			
Working hours	Whether in WLB2	Whether in WLB1	Whether in FWES2
<i>B1</i>	√ Q14	✗	✗
B2/B2A	≅ Q9	≅ Q11	≅ Q28
<i>B3</i>	√ Q13	≅ Q17	✗
<i>B4</i>	√ Q15	≅ Q18	✗
B5	✗	≅ Q20	≅ Q25
<i>B6/B6A</i>	√ Q18	✗	✗
<i>B7</i>	√ Q19	≅ Q23/24	✗
<i>B8</i>	√ Q20	≅ Q23/24	✗
<i>B9</i>	√ Q21	✗	✗
<i>B10</i>	√ Q22	✗	✗
<i>B11</i>	≅ Q23	✗	✗
B14A	✗	≅ Q65b	✗
B15	x	≅ Q66	✗
B16	x	≅ Q66	✗
Right to request FW			
<i>B17</i>	≅ Q38	✗	√ Q3
Working arrangements satisfaction/change			
<i>C1</i>	≅ Q73	✗	✗
<i>C2</i>	✗	✗	✗
<i>C3</i>	√ Q37a	✗	≅ Q5

WLB3 question number

C4	x	x	√ Q14
C5	√Q 37b	x	x
C6	√ Q37c (was open	x	≅ Q5
C7	≅ Q37d/ e	x	≅ Q8
C8	≅ Q37f	x	√ Q9
C9	x	x	x
C10	x	x	≅ Q10
C11	x	x	x

Incidence and take-up of working arrangements

C12a	√Q28	≅Q33	x
C13	√Q29	≅ Q16	x
C13I	x	x	x
C13J	x	x	x
C14	x	x	x
C14I	x	x	x
C14J	x	x	x
C15	x	x	x
C16	√Q30a	x	x
C17	√Q30b	x	x
C18	√Q31	x	x
C19	√Q33	x	x

Changes in experience of work

C20A	x	x	x
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Treating people favourably/unfavourably re FW

C22	x	x	x
C23	x	x	x
C24	x	x	x

Employer consultation/action over WLB

C25	√Q70	x	x
C26	√Q71		
C27	√Q78	x	x
F1	√Q68	x	x

Importance of FW in work

C28	x	x	x
C29	x	x	x

Time off in an emergency

D1	√Q47	x	x
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WLB3 question number

D2	≅ Q48 (but quite close)	≅ Q52	≅ Q16
D3	≅ Q50	×	×
D4	√Q49	×	×
D5	×	×	×
D6A	×	×	×
Parental leave			
D8	≅ Q57	×	×
D9	×	×	×
Holidays			
D10	×	×	×
D13	≅ Q62	×	×
D14	≅ Q63a	×	×
Caring responsibilities			
E1	×	×	×
E1A	×	×	×
E2	×	×	×
E2A	×	×	×
E3	×	×	×
E4	×	×	×
E5	×	×	×
Perceptions of employer			
G1	×	×	×
G2	√ Q72	×	×
G3	×	×	×
Attitudes to WLB			
G4	√ Q77 (4 items)	√ Q77 (4 items/ 3 items)	×

Note: √= questions are identical/virtually identical; ×= not covered; ≅ = covered but differently worded

Source: IES/ICM, 2006

Appendix 5:

Supplementary tables

Table A5.1: Number of contracted hours per week for those who had contracted hours (excluding paid and unpaid overtime)

		30 and under %	31-35 %	36-40 %	Over 40 %	Unweighted base	Mean	Unweighted base
All employees with contracted hours who gave a number of contracted hours		25	11	55	8	1,736	33.55	1,695**
Gender	Male	9	9	70	13	883	37.39	864
	Female	44	14	39	3	853	29.19	831
Sector	Public sector	34	14	47	6	562	31.54	539
	Private sector	22	10	59	9	1,166	34.33	1,148
Age	16-24	33	10	46	11	226	30.84	223
	25-34	22	10	59	8	374	34.27	362
	35-44	24	12	56	9	485	34.14	473
	45-54	23	10	59	8	403	34.11	396
	55+	29	13	51	7	238	33.17	231
Work status	Full-time	4	14	72	10	1,302	38.17	1,302
	Part-time	100	*	*	*	392	17.58	392
Flexible worker status	Part-time worker	85	5	9	*	454	21.06	446
	Other flexible worker	6	17	68	9	542	37.14	521
	Non-flexible worker	4	11	74	12	740	38.36	728
No. of employees	5-24	33	9	50	9	461	32.14	453
	25-99	26	10	56	8	444	33.93	432
	100-249	24	12	55	10	286	33.72	276
	250+	17	13	62	8	523	34.88	512
Managerial/supervisory duties	Yes	14	12	62	12	630	36.15	609
	No	32	11	51	7	1,106	32.13	1,086
Trade union/staff association member	Yes	22	13	57	8	572	34.36	548
	No	30	13	52	5	414	32.23	409
Household income	Under £15,000	42	9	40	9	319	30.15	318
	£15,000-£24,999	18	12	64	7	309	35.01	304
	£25,000-£39,999	20	10	58	12	341	34.72	332
	£40,000+	12	15	65	9	379	36.28	368
Parental status	Dependant children under 6	36	8	49	*	135	31.47	129

		30 and under %	31-35 %	36-40 %	Over 40 %	Unweighted base	Mean	Unweighted base
	years							
Parental status	Dependant children 6 yrs and over	34	11	49	7	296	31.97	291
	No dependant children	22	11	58	9	1,302	34.13	1,272
Occupation	Operatives and unskilled	25	5	61	9	279	34.13	279
	Services and sales	53	11	33	3	300	27.16	295
	Clerical and skilled manual	26	10	56	8	376	33.43	374
	Managers and professionals	15	14	61	11	699	36.08	666
Industry	Manufacturing	6	6	82	7	262	37.48	256
	Construction	*	*	73	*	44	38.51	42
	Distribution, retail, hotels and restaurants	47	5	39	10	237	28.55	235
	Transport and communication	12	*	68	15	87	37.44	86
	Banking, insurance, finance etc.	18	22	55	6	328	34.80	325
	Public administration, education, health	36	14	43	7	641	31.38	615
	Other services	16	*	67	*	77	36.57	76

* Unweighted cell count is less than 10

** Includes only those who gave an exact number of contracted hours (rather than a range)

Source: IES/ICM, 2006

Table A5.2: Actual hours worked by employees

		30 and under %	31-35 %	36-40 %	40-48 %	Over 48 %	Unweighted base	Mean	Unweighted Base**
All employees		26	8	33	18	15	2,081	36.99	2,018
Gender	Male	12	6	38	23	22	1,082	41.32	1,057
	Female	43	10	29	11	8	981	31.81	961
Sector	Public sector	31	9	32	15	13	665	35.55	645
	Private sector	24	7	34	19	17	1,387	37.53	1,362
Age	16-24	40	7	31	12	10	286	31.49	278
	25-34	22	9	37	18	15	451	37.67	440
	35-44	23	8	30	20	19	563	38.62	553
	45-54	21	8	36	17	18	470	38.43	458
	55+	29	7	34	19	12	282	36.40	278
Work status	Full-time	5	10	47	24	15	1,297	41.48	1,278
	Part-time	95	*	*	*	*	391	19.48	387
Flexible worker status	Part-time worker	81	6	8	3	2	544	22.59	532
	Other flexible worker	8	9	40	21	22	641	41.88	631
	Non-flexible worker	6	8	44	24	19	878	42.13	855
No. of employees	5-24	34	7	31	14	14	577	34.50	564
	25-99	27	7	32	18	16	536	37.01	524
	100-249	22	8	37	17	17	331	38.16	324
	250+	16	8	36	22	17	589	39.51	576
Managerial/ supervisory duties	Yes	14	6	30	23	27	774	42.13	755
	No	33	9	35	14	9	1,289	34.01	1,263
Trade union/staff association member	Yes	20	8	35	20	16	639	38.61	620
	No	28	9	34	16	14	481	35.94	478
Household income	Under £15,000	44	9	30	10	8	387	31.25	381
	£15,000-£24,999	18	10	42	17	12	356	37.54	348
	£25,000-£39,999	20	6	32	25	18	395	39.30	386
	£40,000+	13	5	31	23	28	471	42.20	464
Parental status	Dependant children under 6 years	34	*	26	15	20	156	36.05	155
	Dependant children 6 yrs and over	32	9	28	14	18	350	36.15	341
	No dependant children	24	8	35	19	15	1,553	37.30	1,518
Occupation	Operatives and unskilled	29	6	36	16	14	341	35.83	328
	Services and sales	51	10	28	8	*	329	28.77	324
	Clerical and skilled manual	28	10	38	16	9	423	35.20	419

		30 and under %	31-35 %	36-40 %	40-48 %	Over 48 %	Unweighted base	Mean	Unweighted Base**
	Managers and professionals	14	7	31	23	25	871	41.58	851
Industry	Manufacturing	7	5	43	27	18	299	41.88	292
	Construction	*	*	43	*	31	55	43.33	54
	Distribution, retail, hotels and restaurants	47	7	24	11	11	293	30.72	290
	Transport and communication	14	*	40	15	25	107	41.33	104
	Banking, insurance, finance etc.	17	12	30	23	17	381	39.10	378
	Public administration, education, health	33	10	30	16	12	754	35.03	732
	Other services	23	*	40	18	11	98	37.37	95

Note: Employee responses of 'Don't know' (15 unweighted cases) and 'varies from week to week' (three unweighted cases) are not shown in this table, but were included in the unweighted base

* Unweighted cell count is less than 10

** Includes only those who gave an exact number of actual hours rather than a range

Source: IES/ICM, 2006

Table A5.3: Difference between actual working hours and contracted working hours for those who had contracted hours

		10+ More %	Up to 10 More %	Same as Contracted %	Less than Contracte d %	Unweighted Base
All employees with contracted hours who gave responses to both questions on the number of their contracted and actual hours		13	32	47	7	1,665
Gender	Male	17	34	41	8	846
	Female	9	30	55	6	819
Sector	Public sector	12	35	49	4	529
	Private sector	13	31	47	9	1,128
Age	16-24	7	31	48	14	218
	25-34	12	33	47	8	355
	35-44	18	35	42	5	466
	45-54	14	31	48	7	388
	55+	10	29	55	7	228
Work status	Full-time	15	35	43	7	1,277
	Part-time	8	23	63	7	387
Flexible worker status	Part-time worker	8	24	60	9	439
	Other flexible worker	18	40	36	7	515
	Non-flexible worker	13	32	48	7	711
No. of employees	5-24	9	32	53	7	447
	25-99	13	32	45	10	425
	100-249	15	27	50	7	270
	250+	17	37	41	5	501
Managerial/ supervisory duties	Yes	23	38	33	6	601
	No	8	29	55	8	1,064
Trade union/staff association member	Yes	15	33	45	7	534
	No	12	35	47	7	407
Household income	Under £15,000	7	25	59	10	312
	£15,000-£24,999	12	35	44	8	299
	£25,000-£39,999	12	39	40	8	328
	£40,000+	25	39	33	4	362
Parental status	Dependant children under 6 years	15	31	48	*	129
	Dependant children 6 yrs and over	15	32	48	5	287
	No dependant children	13	33	47	8	1,246
Occupation	Operatives and	10	26	53	12	268

		10+ More %	Up to 10 More %	Same as Contracted %	Less than Contracte d %	Unweighted Base
Occupation	unskilled					
	Services and sales	5	28	60	8	290
	Clerical and skilled manual	9	32	53	7	370
	Managers and professionals	21	39	35	6	658
Industry	Manufacturing	19	33	39	8	251
	Construction	*	*	60	*	42
	Distribution, retail, hotels and restaurants	8	29	53	10	233
	Transport and communication	20	32	40	*	82
	Banking, insurance, finance etc.	15	40	38	7	322
	Public administration, education, health	12	32	51	5	602
	Other services	*	32	54	*	74

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.4: Whether employees worked paid or unpaid overtime

		Do you ever do any work that you would regard as paid or unpaid overtime?		Is this paid, unpaid or both?*			
				Paid only %	Unpaid only %	Both paid and unpaid %	Unweighted base
		Yes %	Unweighted base				
All employees/all employees who worked overtime		52	2,081	40	43	17	1,085
Gender	Male	54	1,096	43	42	15	608
	Female	48	985	36	44	19	477
Sector	Public	53	669	25	55	19	352
	Private	51	1,401	46	38	16	727
Age	16-24	47	289	58	22	19	137
	25-34	54	454	43	40	17	243
	35-44	56	570	38	46	16	323
	45-54	50	472	32	49	19	241
	55+	47	285	35	52	13	138
Work status	Full-time	55	1,302	38	45	16	733
	Part-time	43	392	56	19	25	168
Flexible worker status	Part-time work	43	548	56	21	24	233
	Flexible working & no part-time work	59	649	26	57	17	387
	No part-time or flexible working stated	52	884	43	43	14	465
No. of Employees	5-24	47	582	44	38	17	281
	25-99	52	537	37	47	17	285
	100-249	51	338	42	42	15	173
	250+	57	594	37	44	18	337
Managerial/supervisory duties	Yes	64	780	24	57	20	504
	No	44	1,301	54	31	14	581
Trade union/staff association member	Yes	58	648	40	44	15	373

Do you ever do any work that you would regard as paid or unpaid overtime?		Is this paid, unpaid or both?*					
		Yes %	Unweighted base	Paid only %	Unpaid only %	Both paid and unpaid %	Unweighted base
Trade union/staff association member	No	53	484	41	39	20	254
Household income	under £15,000	42	390	62	20	16	166
	£15,000-£24,999	50	358	44	39	18	185
	£25,000-£39,999	61	397	40	46	14	242
	£40,000+	64	475	22	61	17	303
Parental status	Dependant children under 6 years	50	157	39	53	8	81
	Dependant children 6 yrs and over	53	351	41	41	18	188
	No dependant children	51	1,569	40	42	17	815
Occupation	Operatives and unskilled	42	345	86	7	8	146
	Services and sales	45	332	49	32	19	148
	Clerical and skilled manual	45	426	53	31	16	197
	Managers and professionals	62	878	18	63	19	545
Industry	Manufacturing	55	302	50	41	8	166
	Construction	44	55	59	*	*	24
	Distribution, retail, hotels and restaurants	46	294	56	27	17	135
	Transport and communication	51	110	56	31	*	56
	Banking, insurance, finance etc.	56	384	31	51	18	215
	Public administration, education, health	53	760	24	54	21	403
	Other services	49	100	41	41	*	49
Weighted N =			2,081				1,072

* Unweighted cell count is less than 10

** Employee responses of 'No, neither' (4 unweighted cases) are not shown in this table, but were included in the unweighted base

Source: IES/ICM, 2006

Table A5.5: The main reasons for working overtime, for those who worked overtime

		Workload demands %	Organisational culture %	Personal choice %	Unweighted base**
All employees whose responses fell into one of the recoded categories		61	15	25	1,031
Gender	Male	57	15	28	582
	Female	65	15	20	449
Sector	Public sector	71	15	14	331
	Private sector	57	15	29	694
Age	16-24	45	12	43	131
	25-34	60	13	27	233
	35-44	64	17	19	311
	45-54	64	15	21	221
	55+	65	16	20	132
Work status	Full-time	62	13	25	696
	Part-time	56	15	29	158
Flexible worker status	Part-time worker	57	14	29	221
	Other flexible worker	65	7	18	364
	Non-flexible worker	59	13	28	446
No. of employees	5-24	56	20	25	267
	25-99	67	11	21	272
	100-249	56	13	31	164
	250+	62	14	24	319
Managerial/supervisory duties	Yes	65	16	18	476
	No	57	14	30	555

		Workload demands %	Organisational culture %	Personal choice %	Unweighted base**
Trade union/staff association member	Yes	59	14	27	351
	No	58	13	29	239
Household income	Under £15,000	48	14	38	154
	£15,000-£24,999	54	13	33	181
	£25,000-£39,999	65	15	20	233
	£40,000+	68	16	15	290
Parental status	Dependant children under 6 years	65	20	15	79
	Dependant children 6 yrs and over	64	14	21	175
	No dependant children	59	14	26	776
Occupation	Operatives and unskilled	39	14	47	139
	Services and sales	56	11	34	141
	Clerical and skilled manual	59	14	27	191
	Managers and professionals	71	16	13	514
Industry	Manufacturing	56	13	31	155
	Construction	55	*	*	24
	Distribution, retail, hotels and restaurants	49	15	36	130
	Transport and communication	43	*	40	54
	Banking, insurance, finance etc.	66	15	19	208
	Public administration, education, health	71	14	15	377
	Other services	60	*	24	48

* Unweighted cell count is less than 10 ** This base is different than the base in Figure 2.1 because the 'don't know' and 'other' categories not included in recoding of answers

Source: IES/ICM, 2006

Table A5.6: Number of days of holiday entitlement employees were entitled to each year

		<20 days %	20-24 days %	25 days %	26-30 days %	>30 days %	Unweighted base
All employees who gave a number of holiday days		12	27	16	26	19	1,897
Gender	Male	9	29	17	27	17	1,030
	Female	15	24	15	25	21	867
Sector	Public sector	10	11	12	31	36	583
	Private sector	12	33	18	25	13	1,304
Age	16-24	20	36	12	20	12	237
	25-34	13	31	20	21	15	420
	35-44	11	26	18	27	19	531
	45-54	6	23	14	33	24	442
	55+	12	21	15	29	23	257
Work status	Full-time	5	28	20	29	18	1,251
	Part-time	29	23	5	23	21	317
Flexible worker status	Part-time worker	30	24	6	22	17	443
	Other flexible worker	6	20	19	31	25	598
	Non-flexible worker	6	33	19	26	16	856
No. of employees	5-24	16	39	12	20	13	516
	25-99	10	31	19	24	16	477
	100-249	10	22	18	28	22	319
	250+	9	14	17	34	26	565
Managerial/supervisory duties	Yes	6	23	17	32	22	748
	No	15	29	15	23	17	1,149

		<20 days %	20-24 days %	25 days %	26-30 days %	>30 days %	Unweighted base
Trade union/staff association member	Yes	7	13	10	33	37	558
	No	10	23	17	30	19	441
Household income	Under £15,000	20	35	11	22	12	331
	£15,000-£24,999	11	32	17	26	15	328
	£25,000-£39,999	7	25	18	27	23	375
	£40,000+	7	18	21	31	23	454
Parental status	Dependant children under 6 years	17	21	20	24	19	145
	Dependant children 6 yrs and over	14	23	14	28	22	317
	No dependant children	10	29	16	26	18	1,432
Occupation	Operatives and unskilled	15	33	10	25	17	310
	Services and sales	14	27	14	26	19	277
	Clerical and skilled manual	15	36	16	24	9	394
	Managers and professionals	8	19	20	27	26	819
Industry	Manufacturing	8	32	22	21	17	288
	Construction	*	40	19	30	*	53
	Distribution, retail, hotels and restaurants	21	36	12	20	12	257
	Transport and communication	*	26	19	33	17	105
	Banking, insurance, finance etc.	8	30	25	28	8	374
	Public administration, education, health	11	15	11	27	36	660
	Other services	14	28	*	34	16	89

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.7: Whether employees wanted to work more hours, fewer hours, or were content

		Would you prefer to work more hours, fewer hours, or are you content?				Would you work fewer hours even if meant less money?			
		More %	Fewer %	Content %	Unweighted base	Yes %	No %	Depends %	Unweighted Base
All employees/all employees who wanted to work fewer hours		5	26	69	2,081	28	65	7	555
Gender	Male	4	31	65	1,096	26	66	8	344
	Female	5	21	74	985	32	62	6	211
Sector	Public	4	25	71	669	27	66	8	172
	Private	5	27	68	1,401	28	64	8	380
Age	16-24	11	15	75	289	22	76	*	46
	25-34	4	29	68	454	26	66	8	128
	35-44	4	29	67	570	27	63	10	168
	45-54	5	31	63	472	31	61	8	149
	55+	*	22	77	285	31	67	*	60
Work status	Full-time	2	31	67	1,302	28	65	8	409
	Part-time	12	6	83	392	*	55	*	22
Flexible worker status	Part-time work	12	9	79	548	34	56	*	51
	Flexible working & no part-time work	3	31	66	649	24	72	*	205
	No part-time or flexible working stated	2	33	65	884	29	62	9	299
No. of employees	5-24	6	20	74	582	29	69	*	118
	25-99	5	29	66	537	27	62	11	156
	100-249	4	29	67	338	29	65	*	101
	250+	3	30	67	594	26	65	9	177
Managerial/supervisory duties	Yes	3	34	64	780	27	67	6	268
	No	6	22	72	1,301	29	63	8	287
Trade union/staff association member	Yes	3	30	67	648	29	65	6	193

		Would you prefer to work more hours, fewer hours, or are you content?				Would you work fewer hours even if meant less money?			
		More %	Fewer %	Content %	Unweighted base	Yes %	No %	Depends %	Unweighted Base
Trade union/staff association member	No	5	25	71	484	20	70	9	120
Household Income	Under £15,000	10	17	73	390	27	63	*	68
	£15,000-£24,999	4	27	69	358	21	72	*	97
	£25,000-£39,999	3	32	66	397	26	67	*	126
	£40,000+	3	34	63	475	36	59	*	165
Parental status	Dependant children under 6 years	*	25	70	157	36	59	*	40
	Dependant children 6 yrs and over	3	28	69	351	28	70	*	97
	No dependant children	5	26	69	1,569	27	64	9	418
Occupation	Operatives and unskilled	11	22	68	345	23	70	*	74
	Services and sales	7	17	75	332	36	59	*	57
	Clerical and skilled manual	3	24	73	426	27	64	*	98
	Managers and professionals	2	34	64	878	29	63	8	295
Industry	Manufacturing	4	35	61	302	27	64	*	106
	Construction	*	29	71	55	**	**	**	16
	Distribution, retail, hotels and restaurants	7	20	73	294	29	63	*	59
	Transport and communication	*	26	67	110	*	70	*	29
	Banking, insurance, finance etc.	4	30	66	384	30	64	*	115
	Public administration, education, health	5	25	70	760	29	64	7	193
	Other services	*	21	74	100	*	53	*	21

* Unweighted cell count is less than 10

** These percentages are not shown as the unweighted base is less than 20

Source: IES/ICM, 2006

Table A5.8: Results of the employer flexibility score*

		Low flexibility employer %	Medium flexibility employer %	High flexibility employer %	Mean score	Unweighted base
All employees		23	52	25	4.6	2,081
Gender	Male	28	52	23	4.3	1,096
	Female	17	55	28	5.0	985
Sector	Public sector	13	57	30	5.3	669
	Private sector	27	50	23	4.4	1,401
Age	16-24	14	54	32	5.1	289
	25-34	22	57	22	4.6	454
	35-44	26	50	24	4.6	570
	45-54	25	49	26	4.5	472
	55+	27	50	23	4.5	285
Work status	Full-time	27	49	24	4.5	1,302
	Part-time	11	61	28	5.2	392
Flexible worker status	Part-time worker	9	59	32	5.5	548
	Other flexible worker	7	57	36	5.7	649
	Non-flexible worker	43	44	13	3.4	884
No. of employees	5-24	26	51	22	4.4	582
	25-99	25	54	21	4.4	537
	100-249	24	55	21	4.4	558
	250+	18	48	34	5.2	594
Managerial/supervisory duties	Yes	19	50	31	5.0	780
	No	26	53	21	4.4	1,301

		Low flexibility employer %	Medium flexibility employer %	High flexibility employer %	Mean score	Unweighted base
Trade union/staff association member	Yes	20	55	25	4.8	648
Trade union/staff association member	No	15	42	34	5.3	484
Household income	Under £15,000	23	53	25	4.6	390
	£15,000-£24,999	29	49	21	4.3	358
	£25,000-£39,999	28	51	22	4.4	397
	£40,000+	17	52	31	5.1	475
Parental status	Dependant children under 6 years	21	58	21	4.5	157
	Dependant children 6 yrs and over	24	47	27	4.7	351
	No dependant children	23	52	25	4.6	1,569
Occupation	Operatives and unskilled	36	49	15	3.7	345
	Services and sales	18	60	22	4.8	332
	Clerical and skilled manual	24	50	26	4.6	426
	Managers and professionals	19	51	30	5.0	878
Industry	Manufacturing	39	49	12	3.6	302
	Construction	36	42	22	3.8	55
	Distribution, retail, hotels and restaurants	21	55	24	4.6	294
	Transport and communication	26	48	26	4.6	110
	Banking, insurance, finance etc.	21	49	30	4.8	384
	Public administration, education, health	13	58	29	5.2	760
	Other services	30	45	25	4.4	100

Source: IES/ICM, 2006 *For an explanation of how the score was constructed, please see the description in section 3.2 of this report

Table A5.9: Awareness amongst employees of the right to request flexible working

		Yes %	No %	Unweighted base**
All employees		56	43	2,081
Gender	Male	53	46	1,096
	Female	60	39	985
Sector	Public	64	36	671
	Private	53	45	1,404
Age	16-24	44	55	289
	25-34	57	42	454
	35-44	58	41	470
	45-54	60	40	472
	55+	58	41	285
Work status	Full-time	58	41	1,340
	Part-time	56	43	396
Flexible worker status	Part-time worker	55	45	548
	Other flexible worker	62	37	649
	Non-flexible worker	53	46	884
No. of employees	5-24	50	49	582
	25-99	56	43	537
	100-249	53	45	338
	250+	66	34	594
Managerial/supervisory duties	Yes	67	33	780
	No	50	49	1,301
Trade union/staff association member	Yes	64	35	648
	No	60	40	484
Household income	Under £15k	45	55	390
	£15k to £24.9k	51	47	358
	£25k to £39.9k	61	39	397
	£40k and over	68	32	475
Parental status	Dependant children under 6 years	65	34	157
	Dependant children 6 yrs and over	54	45	351
	No dependant children	53	46	1,569
Occupation	Operatives & unskilled	46	52	345
	Services & sales	53	47	332
	Clerical & skilled manual	52	47	426
	Managers & professionals	64	36	878
Industry	Manufacturing	54	46	302
	Construction	42	56	55
	Distribution, retail, hotels and restaurants	44	54	294

		Yes %	No %	Unweighted base**
Industry	Transport and communication	59	41	110
	Banking, insurance, finance etc.	60	40	384
	Public administration, education, health	64	35	760
	Other services	56	41	100

** Employee responses of 'don't know' (18 cases) are not shown in this table, but were included in the unweighted base. As a result, the above column percentage total less than 100 per cent

Source: IES/ICM, 2006

Table A5.10: Whether employees had made a request to change how they regularly worked

		Yes %	No %	Unweighted base
All employees		17	83	2,081
Gender	Male	14	86	1,096
	Female	22	78	985
Sector	Public	20	80	671
	Private	17	83	1,404
Age	16-24	20	80	289
	25-34	19	81	454
	35-44	18	82	470
	45-54	17	83	472
	55+	12	88	285
Work status	Full-time	15	85	1,340
	Part-time	28	72	396
Flexible worker status	Part-time worker	30	70	548
	Other flexible worker	15	85	649
	Non-flexible worker	12	88	884
No. of employees	5-24	16	84	582
	25-99	18	82	537
	100-249	17	83	338
	250+	19	81	594
Managerial/supervisory duties	Yes	17	83	780
	No	18	82	1,301
Trade union/staff association membership	Yes	21	79	648
	No	18	82	484
Household Income	Under £15k	19	81	390
	£15k to £24.9k	17	83	358
	£25k to £39.9k	17	83	397
	£40k and over	16	28	475
Parental status	Dependant children under 6 years	24	77	157
	Dependant children 6 yrs and over	19	81	351
	No dependant children	17	83	1,569
Occupation	Operatives & unskilled	16	84	345
	Services & sales	21	79	332
	Clerical & skilled manual	17	83	426
	Managers & professionals	16	84	878
Industry	Manufacturing	15	85	302
	Construction	7	93	55
	Distribution, retail, hotels and restaurants	19	81	294

Industry		Yes %	No %	Unweighted base
	Transport and communication	13	87	110
	Banking, insurance, finance etc.	15	85	384
	Public administration, education, health	21	79	760
	Other services	18	82	100

Source: IES/ICM, 2006

Table A5.11: Whether requests made by employees who had made a request to change the way they regularly worked were agreed to

		<i>Total: Yes</i>	<i>Yes, fully</i>	<i>Yes, partially</i>	<i>No,</i>	<i>Awaiting/</i>	<i>Unweighted</i>
		<i>%</i>	<i>%</i>	<i>accepted/compromise</i>	<i>declined</i>	<i>pending decision</i>	<i>base</i>
		<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	
All employees who had made a request to change the way they regularly worked		78	60	18	17	5	371
Gender	Male	71	53	19	23	*	153
	Female	83	66	17	13	*	218
Sector	Public	80	63	17	17	*	132
	Private	77	59	18	17	6	239
Age	16-24	82	56	26	*	*	57
	25-34	75	58	17	19	*	90
	35-44	81	67	15	17	*	105
	45-54	74	55	19	18	*	80
	55+	79	70	*	*	*	37
Work status	Full-time	75	57	18	18	7	212
	Part-time	86	74	12	12	*	109
Flexible worker status	Part-time worker	89	73	16	9	*	165
	Other flexible worker	80	64	16	14	*	99
	Non-flexible worker	60	39	21	32	*	107
No. of employees	5-24	75	58	17	22	*	99
	25-99	76	58	18	20	*	99
	100-249	82	61	21	*	*	60
	250+	81	65	16	13	*	109
Managerial duties	Yes	80	60	20	16	*	136
	No	77	61	17	17	5	235

		<i>Total: Yes</i>	<i>Yes, fully</i>	<i>Yes, partially</i>	<i>No,</i>	<i>Awaiting/</i>	<i>Unweighted</i>
		<i>%</i>	<i>%</i>	<i>accepted/compromise</i>	<i>declined</i>	<i>pending decision</i>	<i>base</i>
		<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	
Trade union/staff association member	Yes	78	60	18	18	*	133
	No	81	60	22	14	*	89
Household income	Under £15k	77	54	23	15	*	75
	£15k to £24.9k	86	67	19	*	*	64
	£25k to £39.9k	71	52	19	24	*	74
	£40k and over	79	68	11	14	*	77
Parental status	Dependant children under 6 years	76	60	*	*	*	39
	Dependant children 6 yrs and over	82	71	*	18	-	66
	No dependant children	77	58	20	17	5	266
Occupation	Operatives & unskilled	80	56	24	*	*	53
	Services & sales	79	55	24	*	*	71
	Clerical & skilled manual	79	66	13	17	*	80
	Managers & professionals	76	62	14	20	*	146
Industry	Manufacturing	76	57	*	*	*	46
	Construction	**	**	**	**	**	4
	Distribution, retail, hotels and restaurants	81	56	25	*	*	57
	Transport and communication	**	**	**	**	**	14
	Banking, insurance, finance etc.	72	60	*	*	*	58
	Public administration, education, health	85	68	17	13	*	156
	Other services	**	**	**	**	**	18

* Unweighted cell count is less than 10 ** These percentages are not shown as the unweighted base is less than 20 - = no employees in cell

Note: Employee responses of 'don't know' (1 unweighted case) are not shown in this table, but were included in the unweighted base

Source: IES/ICM, 2006

Table A5.12: Reasons for not requesting a change to working arrangements for those who had not made a request

		Personal reasons %	Business/ employer reasons %	Unweighted base**
All employees whose responses fell into one of the recoded categories		85	15	1,411
Gender	Men	83	17	781
	Women	88	12	630
Sector	Private	86	14	948
	Public	82	18	456
Age	16-24	87	13	192
	25-34	83	17	293
	35-44	85	16	387
	45-54	85	15	321
	55+	88	12	212
Work status	Full-time	85	15	905
	Part-time	92	8	244
Flexible worker status	Part-time worker	93	8	325
	Other flexible worker	84	16	453
	Non-flexible worker	82	18	633
No. of employees	5-24	88	12	394
	25-99	85	15	372
	100-249	81	19	235
	250+	85	15	388
Managerial/supervisory duties	Yes	84	16	518
	No	86	14	893
Trade union/staff association member	Yes	78	22	431
	No	90	10	330
Household income	under £15,000	88	12	256
	£15,000-£24,999	85	15	244
	£25,000- £39,999	82	19	266
	£40,000+	81	19	335
Parental status	Dependant children under 6 years	88	12	95
	Dependant children 6 yrs and over	82	18	245
	No dependant children	86	14	1,068

Note: This base is different than the base in Figure 3.10 because the 'don't know', and 'other' responses not included in recoding of reasons (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.13: Whether personal reasons or business reasons were cited as the main reason for working their current working arrangements, by employees who worked one or more flexible working arrangement

		Personal reasons %	Business reasons %	Unweighted base***
All employees whose responses fell into one of the recoded categories		71	29	1,074
Gender	Male	64	36	456
	Female	76	24	618
Sector	Public sector	65	35	436
	Private sector	75	25	634
Age	16-24	71	29	153
	25-34	78	22	223
	35-44	74	26	320
	45-54	62	38	240
	55+	67	33	131
Work status	Full-time	66	34	519
	Part-time	85	15	350
Flexible worker status	Part-time worker	83	17	502
	Other flexible worker	60	40	572
	Non-flexible worker	N/A	N/A	N/A
No. of employees	5-24	74	26	304
	25-99	67	33	291
	100-249	62	38	154
	250+	74	26	305
Managerial/supervisory duties	Yes	68	32	392
	No	73	27	682
Trade union/staff association member	Yes	58	42	365
	No	77	23	277
Household income	Under £15,000	73	27	209
	£15,000-£24,999	73	27	162
	£25,000-£39,999	66	34	199
	£40,000+	70	23	260
Parental status	Dependant children under 6 years	84	16	95
	Dependant children 6 yrs and over	74	26	225
	No dependant children	69	31	751
Occupation	Operatives & unskilled	76	24	132
	Services & sales	76	24	210
	Clerical & skilled manual	73	27	222
	Managers & professionals	66	34	455

		Personal reasons %	Business reasons %	Unweighted base^{***}
Industry	Manufacturing	69	31	93
	Construction	**	**	17
	Distribution, retail, hotels etc	81	19	155
	Transport, storage & comm.	68	32	44
	Banking, finance & insurance	73	27	185
	Public Admin, Education, Health	66	34	501
	Other services	70	30	43

** These percentages are not shown as the unweighted base is less than 20

*** This base is different than the base in Figure 4.1 because the 'don't know' and 'other' responses not included in recoding of reasons (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.14: Main reason given for not making use of flexible arrangements by employees who had not worked any of the flexible arrangements

		Personal reasons %	Financial reasons/ cannot afford to %	Business/ employer reasons %	Unweighted base**
All employees whose responses fell into one of the recoded categories		64	10	26	691
Gender	Male	62	8	29	421
	Female	66	13	21	270
Sector	Public sector	67	9	24	170
	Private sector	63	10	27	517
Age	16-24	69	*	23	95
	25-34	65	7	28	164
	35-44	64	12	24	178
	45-54	62	13	25	161
	55+	73	*	21	89
Work status	Full-time	65	11	24	571
	Part-time	-	-	-	N/A
Flexible worker status	Part-time worker	-	-	-	N/A
	Other flexible worker	-	-	-	N/A
	Non-flexible worker	64	10	26	691
No. of employees	5-24	64	10	25	190
	25-99	62	8	31	170
	100-249	66	8	26	127
	250+	63	13	24	201
Managerial/ supervisory duties	Yes	60	9	31	282
	No	67	10	23	409
Trade union/ staff association member	Yes	62	10	27	204
	No	63	12	26	142
Household income	Under £15,000	65	11	24	116
	£15,000-£24,999	64	10	26	126
	£25,000-£39,999	62	9	29	150
	£40,000+	61	9	30	157
Parental status	Dependant children under 6 years	56	*	27	45
	Dependant children 6 yrs and over	57	16	28	82
	No dependant children	66	9	26	563
Occupation	Operatives & unskilled	70	12	18	125

		Personal reasons %	Financial reasons/ cannot afford to %	Business/ employer reasons %	Unweighted base**
	Services & sales	65	19	16	87
	Clerical & skilled manual	60	9	31	138
	Managers & professionals	62	7	31	311
Industry	Manufacturing	65	5	31	131
	Construction	61	*	*	23
	Distribution, retail, hotels etc	59	13	28	99
	Transport, storage & comm.	54	*	25	49
	Banking, finance and insurance	61	10	29	142
	Public Admin, Education, Health	66	9	25	191
	Other services	84	*	*	32

* Unweighted cell count is less than 10

** This base is different than the base in Figure 4.2 because 'don't know', 'other', 'hadn't thought of it' and 'just don't want to' responses not included in recoding of reasons (see Appendix 2 on Recodes)

- = no employees in cell

Source: IES/ICM, 2006

Table A5.15: The positive consequences of flexible working arrangements cited by those who had worked one or more flexible arrangement

		Having more time %	Convenience %	Improved WLB %	No positive consequences %	Unweighted base**
All employees whose responses fell into one of the recoded categories		69	13	11	7	1,095
Gender	Male	64	13	14	9	482
	Female	72	13	9	5	613
Sector	Public sector	70	12	12	6	443
	Private sector	68	14	11	7	649
Age	16-24	74	11	*	9	159
	25-34	72	11	14	3	229
	35-44	73	11	9	7	314
	45-54	59	19	13	9	245
	55+	64	15	14	*	141
Work status	Full-time	65	15	12	8	529
	Part-time	78	10	8	5	358
Flexible worker status	Part-time worker	76	10	9	5	523
	Other flexible worker	62	16	13	9	572
	Non-flexible worker	N/A	N/A	N/A	N/A	N/A
No. of employees	5-24	68	12	12	7	303
	25-99	69	14	9	8	293
	100-249	68	13	13	*	162
	250+	69	13	11	7	316
Managerial/ supervisory duties	Yes	64	13	15	8	390
	No	71	13	9	7	705

		Having more time %	Convenience %	Improved WLB %	No positive consequences %	Unweighted base**
Trade union/staff association member	Yes	68	11	13	8	362
	No	70	14	9	6	285
Household income	Under £15,000	74	10	9	7	222
	£15,000-£24,999	76	9	11	*	169
	£25,000-£39,999	68	13	11	8	195
	£40,000+	64	18	14	4	251
Parental status	Dependant children under 6 years	84	*	*	*	94
	Dependant children 6 yrs and over	76	11	8	6	225
	No dependant children	65	15	12	8	773

* Unweighted cell count is less than 10

** This base is different than the base used in Figure 4.3 because 'don't know', 'other', 'more money' and 'organise my life around work' responses not included in recoding of consequences (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.16: The negative consequences of flexible working arrangements cited by those who had worked one or more flexible arrangement

		Financial detriment %	Reduced WLB %	No negative consequences %	Unweighted base***
All employees whose responses fell into one of the recorded categories		29	13	58	1,069
Gender	Male	22	16	62	460
	Female	34	11	55	609
Sector	Public sector	29	14	57	443
	Private sector	28	13	59	624
Age	16-24	42	12	46	141
	25-34	30	14	56	217
	35-44	27	16	57	323
	45-54	23	11	66	237
	55+	26	8	66	144
Work status	Full-time	19	16	65	514
	Part-time	39	6	54	346
Flexible worker status	Part-time worker	44	9	48	501
	Other flexible worker	15	17	68	568
	Non-flexible worker	N/A	N/A	N/A	N/A
No. of employees	5-24	30	13	57	300
	25-99	31	14	55	289
	100-249	34	12	54	151
	250+	22	13	65	310
Managerial/supervisory duties	Yes	21	15	64	384
	No	33	12	55	685
Trade union/staff association member	Yes	29	17	54	363
	No	28	10	62	277
Household income	Under £15,000	37	12	51	205
	£15,000-£24,999	33	11	56	168
	£25,000-£39,999	26	14	60	200
	£40,000+	18	19	63	255
Parental status	Dependant children under 6 years	37	14	49	86
	Dependant children 6 yrs and over	27	12	61	220
	No dependant children	28	13	59	760
Occupation	Operatives & unskilled	37	13	50	138
	Services & sales	39	6	55	205
	Clerical & skilled manual	25	11	63	219
	Managers & professionals	24	16	60	455
Industry	Manufacturing	14	17	70	103
	Construction	**	**	**	16

		Financial detriment %	Reduced WLB %	No negative consequences %	Unweighted base***
Industry	Distribution, retail, hotels etc	42	9	49	147
	Transport, storage & communication	29	*	63	48
	Banking, finance & insurance	20	15	65	181
	Public Admin, Education, Health	31	13	57	498
	Other services	35	*	46	40

* Unweighted cell count is less than 10

** These percentages are not shown as the unweighted base is less than 20

*** This base is different than the base in Figure 4.4 because the 'don't know', 'other' and 'miss interaction with colleagues' responses not included in recoding of consequences (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.17: The positive consequences of colleagues' flexible working arrangements cited by employees who had colleagues who worked one or more of the arrangements

		Work environment benefits %	Business benefits %	Individual benefits %	Does not affect me %	No positive consequences %	Don't know %	Unweighted base**
All employees whose responses fell into one of the recoded categories		17	13	18	12	17	23	1,427
Gender	Male	17	16	17	10	18	23	656
	Female	18	11	20	13	16	23	771
Sector	Public sector	21	12	19	14	16	18	534
	Private sector	15	14	18	10	17	25	886
Age	16-24	11	19	23	*	14	29	198
	25-34	19	12	18	11	17	23	310
	35-44	20	13	17	11	16	24	399
	45-54	18	12	20	14	21	16	319
	55+	15	12	16	17	16	25	190
Work status	Full-time	18	14	17	13	19	20	818
	Part-time	16	13	22	13	11	25	346
Flexible worker status	Part-time worker	16	13	22	11	12	26	475
	Other flexible worker	20	13	15	9	19	23	550
	Non-flexible worker	14	13	18	15	21	20	402
No. of employees	5-24	15	16	17	9	17	25	378
	25-99	18	10	17	12	17	26	383
	100-249	16	15	17	11	17	24	223
	250+	19	13	21	13	17	17	419
Managerial/supervisory duties	Yes	23	13	18	10	17	20	558
	No	13	13	19	13	17	25	869

		Work environment benefits %	Business benefits %	Individual benefits %	Does not affect me %	No positive consequences %	Don't know %	Unweighted base**
Trade union/staff association member	Yes	21	11	20	13	16	20	457
	No	18	12	19	11	19	21	378
Household income	Under £15,000	12	15	18	11	16	28	264
	£15,000-£24,999	12	14	20	12	21	20	225
	£25,000-£39,999	22	13	19	11	18	16	272
	£40,000+	25	13	16	10	18	18	348
Parental status	Dependant children under 6 years	22	12	22	*	17	22	107
	Dependant children 6 yrs and over	17	12	21	12	17	19	253
	No dependant children	17	14	17	12	17	24	1,063
Occupation	Operatives & unskilled	8	16	17	16	17	27	175
	Services & sales	12	15	21	11	13	28	274
	Clerical & skilled manual	18	11	20	14	18	20	262
	Managers & professionals	23	14	16	9	18	20	646
Industry	Manufacturing	14	10	16	16	18	27	147
	Construction	*	*	*	*	*	*	25
	Distribution, retail, hotels etc	11	17	20	10	16	26	209
	Transport, storage & communication	*	16	24	*	*	30	67
	Banking, finance and insurance	21	10	18	9	20	21	260
	Public Admin, Education, Health	21	11	18	13	17	19	606
	Other services	*	*	*	*	20	23	55

* Unweighted cell count is less than 10

** This base is different than the base in Figure 4.5 because the 'other' and 'having to cover colleagues work' responses not included in recoding of consequences (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.18: The negative consequences of colleagues' flexible working arrangements cited by employees who had colleagues who worked one or more of the arrangements

		Workload related %	Individual consequences %	Communication %	No negative consequences %	Don't know %	Unweighted base**
All employees whose responses fell into one of the recoded categories		15	8	10	45	23	1,437
Gender	Male	14	8	10	43	25	661
	Female	15	7	9	47	22	776
Sector	Public sector	17	7	11	48	18	531
	Private sector	13	8	9	44	26	897
Age	16-24	15	12	7	39	27	201
	25-34	18	8	11	43	20	308
	35-44	13	7	11	47	23	392
	45-54	16	8	8	48	20	332
	55+	9	*	9	47	31	196
Work status	Full-time	16	7	11	44	22	818
	Part-time	10	9	7	50	24	352
Flexible worker status	Part-time worker	12	11	7	48	24	478
	Other flexible worker	15	7	14	40	24	551
	Non-flexible worker	17	6	7	48	22	408
No. of employees	5-24	16	10	6	43	25	386
	25-99	14	8	8	46	24	381
	100-249	14	*	9	49	24	236
	250+	14	8	14	44	21	412
Managerial/supervisory duties	Yes	19	7	14	39	22	546
	No	12	8	7	49	24	891

		Workload related %	Individual consequences %	Communication %	No negative consequences %	Don't know %	Unweighted base**
Trade union/staff association member	Yes	16	8	10	43	24	464
	No	15	9	10	48	18	378
Household income	Under £15,000	15	11	4	47	23	266
	£15,000-£24,999	14	10	*	49	23	229
	£25,000-£39,999	19	4	12	47	18	275
	£40,000+	15	*	20	39	20	338
Parental status	Dependant children under 6 years	15	6	12	50	17	104
	Dependant children 6 yrs and over	14	10	12	46	18	255
	No dependant children	15	7	9	44	25	1,074
Occupation	Operatives & unskilled	13	8	*	50	27	190
	Services & sales	15	8	5	48	25	270
	Clerical & skilled manual	13	7	10	48	22	276
	Managers & professionals	17	7	15	41	21	629
Industry	Manufacturing	10	8	11	44	26	144
	Construction	*	*	*	46	*	26
	Distribution, retail, hotels etc	16	8	4	46	26	206
	Transport, storage & communication	*	*	*	47	33	73
	Banking, finance and insurance	14	6	20	42	18	267
	Public Admin, Education, Health	16	8	10	46	20	613
	Other services	*	*	*	45	27	53

* Unweighted cell count is less than 10

** This base is different than the base in Figure 4.6 because 'other' and 'continuity issues' responses not included in recoding of consequences (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.19: The importance of the availability of flexible working to employees when taking up their post with their current employer

		Very important %	Quite important %	Not important %	Unweighted base
All employees		19	20	61	2,081
Gender	Male	11	19	62	1,096
	Female	27	21	52	985
Sector	Public sector	24	19	57	669
	Private sector	16	21	63	1,401
Age	16-24	20	27	53	289
	25-34	14	20	66	454
	35-44	25	18	56	570
	45-54	15	19	66	472
	55+	16	17	67	285
Work status	Full-time	12	18	70	1,302
	Part-time	38	26	36	392
Flexible worker status	Part-time worker	39	25	36	548
	Other flexible worker	17	22	60	649
	Non-flexible worker	7	16	77	884
No. of employees	5-24	22	21	57	582
	25-99	18	19	63	537
	100-249	17	21	62	338
	250+	15	19	66	594
Managerial/supervisory duties	Yes	16	17	67	780
	No	20	22	58	1,301
Trade union/staff association member	Yes	19	17	64	648
	No	20	19	61	484
Household income	Under £15,000	21	24	55	390
	£15,000-£24,999	19	18	63	358
	£25,000-£39,999	17	19	64	397
	£40,000+	14	16	70	475
Parental status	Dependant children under 6 years	22	18	61	157
	Dependant children 6 years and over	29	21	51	351
	No dependant children	16	20	64	1,569
Occupation	Operatives & unskilled	17	21	63	345
	Services & sales	29	22	49	332
	Clerical & skilled manual	20	24	57	426
	Managers & professionals	15	17	68	878
Industry	Manufacturing	9	18	73	302
	Construction	*	24	61	55
Industry	Distribution, retail, hotels etc	23	20	57	294

	Very important %	Quite important %	Not important %	Unweighted base
Transport, storage & communication	16	21	63	110
Banking, finance and insurance	15	19	66	384
Public Admin, Education, Health	24	21	55	760
Other services	15	13	72	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.20: The importance of the availability of flexible working for employees now

		Very important %	Quite important %	Not important %	Unweighted base
All employees		25	28	47	2,081
Gender	Male	18	29	53	1,096
	Female	33	27	40	985
Sector	Public sector	30	29	41	669
	Private sector	23	28	50	1,401
Age	16-24	23	33	45	289
	25-34	25	30	45	454
	35-44	33	28	39	570
	45-54	22	28	50	472
	55+	15	22	64	285
Work status	Full-time	20	28	52	1302
	Part-time	41	30	29	392
Flexible worker status	Part-time worker	41	30	29	548
	Other flexible worker	30	32	38	649
	Non-flexible worker	12	24	64	884
No. of employees	5-24	24	29	47	582
	25-99	22	26	52	537
	100-249	24	30	46	338
	250+	28	28	44	594
Managerial/supervisory duties	Yes	23	30	48	780
	No	26	27	47	1,301
Trade union/staff association member	Yes	27	28	45	648
	No	29	29	41	484
Household income	Under £15,000	27	30	43	390
	£15,000-£24,999	19	31	50	358
	£25,000-£39,999	25	29	46	397
	£40,000+	26	30	44	475
Parental status	Dependant children under 6 years	40	34	26	157
	Dependant children 6 yrs and over	34	29	37	351
	No dependant children	21	27	52	1,569
Occupation	Operatives & unskilled	20	28	52	345
	Services & sales	33	26	41	332

		Very important %	Quite important %	Not important %	Unweighted base
Occupation	Clerical & skilled manual	25	26	49	426
	Managers & professionals	23	31	46	878
Industry	Manufacturing	15	27	58	302
	Construction	*	24	58	55
	Distribution, retail, hotels etc	28	28	45	294
	Transport, storage & communication	25	25	50	110
	Banking, finance and insurance	26	31	44	384
	Public Admin, Education, Health	28	31	41	760
	Other services	23	21	56	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.21: The one main arrangement employees said employers could provide to support working parents

		Flexibility in working arrange- ments %	Help with childcare %	Nothing %	Don't know %	Unweighted base**
All employees whose responses fell into one of the recorded categories		28	28	9	35	1,933
Gender	Male	28	23	10	39	1,013
	Female	28	34	9	29	920
Sector	Public sector	25	39	11	25	625
	Private sector	29	24	9	38	1,298
Age	16-24	30	19	12	39	265
	25-34	32	30	6	32	432
	35-44	28	33	9	30	520
	45-54	26	28	12	34	437
	55+	24	25	9	43	268
Work status	Full-time	30	27	9	34	1,207
	Part-time	24	35	11	31	367
Flexible worker status	Part-time worker	27	33	10	29	509
	Other flexible worker	27	30	11	33	602
	Non-flexible worker	27	24	8	39	822
No. of employees	5-24	29	24	9	39	537
	25-99	29	28	10	33	499
	100-249	30	25	10	35	318
	250+	26	36	8	30	549
Managerial/supervisory duties	Yes	30	30	9	30	723
	No	27	27	9	37	1,210
Trade union/staff association member	Yes	27	35	10	28	596
	No	29	29	10	32	450
Household income	Under £15,000	26	24	12	38	354
	£15,000-£24,999	30	28	8	34	335
	£25,000-£39,999	28	32	8	32	369
	£40,000+	35	33	9	23	444
Parental status	Dependant children under 6 years	36	34	12	19	148
	Dependant children 6 yrs and over	27	40	11	21	329
	No dependant children	27	25	9	39	1,452
Occupation	Operatives & unskilled	22	21	10	46	315
	Services & sales	26	31	10	34	308
	Clerical & skilled manual	29	27	10	34	408

		Flexibility in working arrange- ments %	Help with childcare %	Nothing %	Don't know %	Unweighted base**
	Managers & professionals	31	31	8	30	814
Industry	Manufacturing	26	20	10	44	284
	Construction	32	25	*	32	50
	Distribution, retail, hotels etc	28	21	10	42	273
	Transport, storage & communication	29	28	*	36	99
	Banking, finance and insurance	34	25	9	32	360
	Public Admin, Education, Health	26	38	10	27	703
	Other services	28	40	*	27	90

* Unweighted cell count is less than 10

** This base is different than the base in Figure 4.7 because 'more money', 'other' and 'unspecified flexibility' responses not included in recoding of answers (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.22: The single thing employers could provide to improve employees' work-life balance

		Flexibility in working arrangements %	Better resources & work environment %	Pay %	Nothing %	Don't know %	Unweighted base**
All employees whose responses fell into one of the recoded categories		20	19	8	27	25	1,908
Gender	Male	22	19	11	23	26	996
	Female	18	20	5	31	25	912
Sector	Public sector	17	27	6	28	22	600
	Private sector	22	17	9	27	26	1,298
Age	16-24	23	14	7	28	28	277
	25-34	26	15	9	24	25	407
	35-44	20	22	9	24	25	514
	45-54	19	24	6	28	23	439
	55+	10	20	8	35	26	262
Work status	Full-time	23	18	8	26	25	1,194
	Part-time	14	19	7	34	27	366
Flexible worker status	Part-time worker	15	18	8	36	23	502
	Other flexible worker	18	23	7	27	24	578
	Non-flexible worker	24	18	9	22	27	828
No. of employees	5-24	17	17	9	29	27	539
	25-99	21	22	9	28	21	500
	100-249	19	19	7	28	27	306
	250+	24	21	7	23	25	535
Managerial/supervisory duties	Yes	22	24	6	25	22	712
	No	19	17	10	28	27	1,196

		Flexibility in working arrangements %	Better resources & work environment %	Pay %	Nothing %	Don't know %	Unweighted base**
Trade union/staff association member	Yes	21	24	7	24	25	587
	No	19	21	7	27	27	441
Household income	Under £15,000	16	18	10	27	29	362
	£15,000-£24,999	21	18	9	29	23	325
	£25,000-£39,999	22	21	10	23	24	359
	£40,000+	28	25	4	23	20	431
Parental status	Dependant children under 6 years	22	22	9	25	23	131
	Dependant children 6 yrs and over	23	20	8	29	21	328
	No dependant children	20	19	8	27	26	1,445
Occupation	Operatives & unskilled	15	15	13	27	30	312
	Services & sales	23	18	7	29	23	317
	Clerical & skilled manual	16	16	9	33	26	389
	Managers & professionals	25	25	5	23	23	796
Industry	Manufacturing	22	18	10	22	28	275
	Construction	25	*	*	33	23	52
	Distribution, retail, hotels etc	17	20	9	26	29	281
	Transport, storage & communication	19	20	*	29	23	100
	Banking, finance and insurance	27	13	7	28	24	348
	Public Admin, Education, Health	19	24	6	27	24	690
	Other services	21	25	*	27	18	93

* Unweighted cell count is less than 10

** This base is different than the base in Figure 4.8 because the responses of 'crèche', 'more job security', and 'other' not included in recoding of answers (see Appendix 2 on Recodes)

Source: IES/ICM, 2006

Table A5.23: Whether employees felt that their manager did enough to provide and promote flexible working arrangements

		Yes %	No %	Don't know %	Unweighted base
All employees		72	23	5	2,081
Gender	Male	72	23	5	1,096
	Female	73	22	5	985
Sector	Public sector	73	21	6	669
	Private sector	72	23	5	1,401
Age	16-24	78	21	*	289
	25-34	75	20	5	454
	35-44	71	24	5	570
	45-54	67	27	6	472
	55+	74	18	8	285
Work status	Full-time	69	26	5	1,302
	Part-time	82	14	5	392
Flexible worker status	Part-time worker	82	13	5	548
	Other flexible worker	80	16	4	649
	Non-flexible worker	61	32	6	884
No. of employees	5-24	75	21	4	582
	25-99	71	23	5	537
	100-249	70	23	7	338
	250+	72	24	4	594
Managerial/supervisory duties	Yes	73	24	3	780
	No	72	22	6	1,301
Trade union/staff association member	Yes	68	26	6	648
	No	77	18	5	484
Household income	Under £15,000	74	22	4	390
	£15,000-£24,999	71	24	5	358
	£25,000-£39,999	68	29	3	397
	£40,000+	71	23	6	475
Parental status	Dependant children under 6 years	73	23	*	157
	Dependant children 6 yrs and over	71	22	7	351
	No dependant children	73	23	5	1,569
Occupation	Operatives & unskilled	70	22	8	345
	Services & sales	73	22	5	332
	Clerical & skilled manual	76	21	4	426
	Managers & professionals	72	24	5	878
Industry	Manufacturing	65	29	6	302
	Construction	69	25	6	55
	Distribution, retail, hotels etc.	74	23	*	294
	Transport, storage & communication	75	20	*	110

		Yes %	No %	Don't know %	Unweighted base
Industry	Banking, finance and insurance	74	22	5	384
	Public Admin, Education, Health	74	20	6	760
	Other services	68	23	*	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.24: Whether their employers had ever consulted employees about adjusting working arrangements

		Yes %	No %	Don't know %	Unweighted base
All employees		49	41	9	2,081
Gender	Male	49	43	8	1,096
	Female	49	40	11	985
Sector	Public sector	56	36	8	669
	Private sector	47	44	9	1,401
Age	16-24	54	36	10	289
	25-34	48	41	11	454
	35-44	49	41	10	570
	45-54	50	44	7	472
	55+	46	45	10	285
Work status	Full-time	49	43	8	1,302
	Part-time	49	38	13	392
Flexible worker status	Part-time worker	51	37	12	548
	Other flexible worker	57	36	7	649
	Non-flexible worker	43	48	9	884
No. of employees	5-24	44	47	9	582
	25-99	47	43	10	537
	100-249	50	40	10	338
	250+	57	36	7	594
Managerial/supervisory duties	Yes	53	40	7	780
	No	47	42	11	1,301
Trade union/staff association member	Yes	55	38	8	648
	No	57	34	9	484
Household income	Under £15,000	48	43	9	390
	£15,000-£24,999	47	44	9	358
	£25,000-£39,999	48	45	8	397
	£40,000+	57	36	7	475
Parental status	Dependant children under 6 years	46	43	12	157
	Dependant children 6 yrs and over	51	42	7	351
	No dependant children	49	41	10	1,569
Occupation	Operatives & unskilled	45	43	12	345
	Services & sales	51	39	10	332
	Clerical & skilled manual	45	46	8	426
	Managers & professionals	54	38	8	878
Industry	Manufacturing	41	50	9	302

	Yes %	No %	Don't know %	Unweighted base
Construction	42	52	*	55
Distribution, retail, hotels etc	45	42	13	294
Transport, storage & communication	62	32	*	110
Banking, finance and insurance	46	45	9	384
Public Admin, Education, Health	56	36	8	760
Other services	52	37	11	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.25: Employees' overall impression of employers and their perceptions of relations between employees and managers

		Overall impression Mean score	Perceived Relations Mean Score	Unweighted base
All employees		4.13	3.97	2,081
Gender	Male	4.07	3.90	1,096
	Female	4.20	4.04	985
Sector	Public sector	4.13	3.94	669
	Private sector	4.13	3.97	1401
Age	16-24	4.19	4.08	289
	25-34	4.13	3.96	454
	35-44	4.14	3.93	570
	45-54	4.06	3.89	472
	55+	4.13	4.07	285
Work status	Full-time	4.11	3.90	1,302
	Part-time	4.20	4.06	392
Flexible worker status	Part-time worker	4.18	4.08	548
	Other flexible worker	4.23	4.06	649
	Non-flexible worker	4.02	3.84	884
No. of employees	5-24	4.17	4.14	582
	25-99	4.11	3.98	537
	100-249	4.05	3.85	338
	250+	4.13	3.82	594
Managerial/supervisory duties	Yes	4.15	4.00	780
	No	4.11	3.94	1,301
Trade union/staff association member	Yes	4.00	3.79	648
	No	4.23	3.97	484
Household income	Under £15,000	4.12	3.99	390
	£15,000-£24,999	4.08	3.97	358
	£25,000-£39,999	4.04	3.86	397
	£40,000+	4.15	3.95	475
Parental status	Dependant children under 6 years	4.07	3.92	157
	Dependant children 6 yrs and over	4.15	4.00	351
	No dependant children	4.13	3.96	1,569
Occupation	Operatives & unskilled	4.02	3.87	345
	Services & sales	4.08	4.01	332
	Clerical & skilled manual	4.17	3.97	426
	Managers & professionals	4.18	3.99	878
Industry	Manufacturing	4.03	3.80	302
Industry	Construction	4.40	4.24	55

	Overall impression Mean score	Perceived Relations Mean Score	Unweighted base
Distribution, retail, hotels etc	4.09	3.99	294
Transport, storage & comm.	4.12	3.88	110
Banking, finance & insurance	4.22	4.03	384
Public Admin, Education, Health	4.12	3.98	760
Other services	4.08	4.01	100

Note: A higher score shows better overall impression and better relations: 1=Very bad; 5=Very good. Employee responses of 'don't know' (5 unweighted cases) are not shown in this table, but were included in the unweighted base

Source: IES/ICM, 2006

Table A5.26: Employees' attitudes to work-life balance

		Positive views of WLB Mean score	Negative views of WLB Mean score	Not employer's responsibility Mean score	Same flexibility/ priority Mean score	Unweighted base
All employees		3.78	2.66	3.00	3.96	2,081
Gender	Male	3.74	2.76	3.04	3.92	1,096
	Female	3.84	2.55	2.98	4.01	985
Sector	Public sector	3.88	2.54	2.89	4.07	669
	Private sector	3.75	2.71	3.06	3.92	1,401
Age	16-24	3.70	2.79	2.99	3.92	289
	25-34	3.81	2.62	2.82	3.89	454
	35-44	3.88	2.60	2.97	4.02	570
	45-54	3.77	2.67	3.11	4.01	472
	55+	3.64	2.71	3.21	3.90	285
Work status	Full-time	3.77	2.65	3.00	3.98	1,302
	Part-time	3.86	2.56	2.93	3.96	392
Flexible worker status	Part-time worker	3.88	2.62	2.90	3.98	548
	Other flexible worker	3.87	2.55	2.98	4.05	649
	Non-flexible worker	3.67	2.76	3.09	3.88	884
No. of employees	5-24	3.75	2.73	3.12	3.97	582
	25-99	3.74	2.65	3.02	3.98	537
	100-249	3.80	2.75	3.05	3.91	338
	250+	3.86	2.54	2.86	3.97	594
Managerial/supervisory duties	Yes	3.79	2.64	2.99	4.01	780
	No	3.78	2.67	3.02	3.93	1,301
Trade union/staff association member	Yes	3.84	2.63	2.92	4.03	648

		Positive views of WLB Mean score	Negative views of WLB Mean score	Not employer's responsibility Mean score	Same flexibility/ priority Mean score	Unweighted base
Trade union/staff association member	No	3.83	2.59	2.96	3.98	484
Household income	Under £15,000	3.74	2.76	3.03	3.94	390
	£15,000-£24,999	3.74	2.72	3.03	3.94	358
	£25,000-£39,999	3.86	2.59	2.99	4.00	397
	£40,000+	3.87	2.53	2.90	4.00	475
Parental status	Dependant children under 6 years	3.93	2.69	2.79	3.90	157
	Dependant children 6 yrs and over	3.87	2.59	3.01	3.99	351
	No dependant children	3.75	2.67	3.03	3.96	1,569
Occupation	Operatives & unskilled	3.64	2.89	3.07	3.83	345
	Services & sales	3.81	2.60	3.03	4.02	332
	Clerical & skilled manual	3.77	2.59	3.07	3.94	426
	Managers & professionals	3.85	2.60	2.92	4.00	878
Industry	Manufacturing	3.64	2.78	3.08	3.85	302
	Construction	3.70	2.74	3.23	3.97	55
	Distribution, retail, hotels etc	3.71	2.74	3.09	3.94	294
	Transport, storage & communication	3.80	2.69	2.99	3.96	110
	Banking, finance and insurance	3.84	2.60	2.99	3.96	384
	Public Admin, Education, Health	3.88	2.54	2.89	4.06	760
	Other services	3.79	2.75	3.04	3.94	100

Notes: A higher score shows a higher level of agreement: 1=Strongly disagree; 5=Strongly agree

Source: IES/ICM, 2006

Table A5.27: Employees' satisfaction with their current working arrangements

		Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Unweighted base
		%	%	%	%	%	
All employees		28	59	6	5	1	2,081
Gender	Male	23	63	7	5	1	1,096
	Female	34	54	5	5	*	985
Sector	Public	32	58	5	5	*	671
	Private	27	60	6	5	1	1,404
Age	16-24	27	63	6	4	*	289
	25-34	25	62	8	4	*	454
	35-44	30	58	5	5	*	470
	45-54	28	60	7	7	*	472
	55+	32	58	5	5	*	285
Work status	Full-time	27	60	7	5	1	1,340
	Part-time	37	53	5	4	*	396
Flexible worker status	Part-time worker	38	52	6	4	*	548
	Other flexible worker	29	58	7	5	*	649
	Non-flexible worker	22	64	6	6	*	884
No. of Employees	5-24	29	58	6	6	*	582
	25-99	28	60	6	5	*	537
	100-249	28	59	5	5	*	338
	250+	28	59	7	4	*	594
Managerial/supervisory duties	Yes	28	58	7	7	*	780
	No	28	60	6	4	1	1,301
Trade union/staff association membership	Yes	26	61	7	6	*	648

		Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Unweighted base
		%	%	%	%	%	
Trade union/staff association membership	No	33	55	6	5	*	484
Household Income	Under £15k	29	58	6	6	*	390
	£15k to £24.9k	24	66	6	3	*	358
	£25k to £39.9k	26	58	6	9	*	397
	£40k and over	31	57	7	4	*	475
Parental status	Dependant children under 6 years	28	55	7	7	*	157
	Dependant children 6 yrs and over	31	60	5	3	*	351
	No dependant children	28	59	7	5	1	1569
Occupation	Operatives & unskilled	24	65	4	5	*	345
	Services & sales	27	59	7	6	*	332
	Clerical & skilled manual	33	57	6	3	*	426
	Managers & professionals	29	57	7	6	*	878
Industry	Manufacturing	26	60	6	5	*	302
	Construction	26	64	*	*	*	55
	Distribution, retail, hotels and restaurants	24	62	7	6	*	294
	Transport and communication	30	57	*	*	*	110
	Banking, insurance, finance etc.	30	61	7	*	*	384
	Public administration, education, health	31	57	6	6	*	760
	Other services	30	56	*	*	*	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.28: Whether employees had experienced an emergency

		Yes %	No %	Unweighted base
All employees		38	62	2,081
Gender	Male	36	64	1,096
	Female	40	60	985
Sector	Public sector	41	59	669
	Private sector	37	63	1401
Age	16-24	24	76	289
	25-34	38	62	454
	35-44	44	56	570
	45-54	41	59	472
	55+	32	68	285
Work status	Full-time	37	63	1,302
	Part-time	40	60	392
Flexible worker status	Part-time worker	41	59	548
	Other flexible worker	41	59	649
	Non-flexible worker	33	67	884
No. of employees	5-24	37	63	582
	25-99	37	63	537
	100-249	36	64	338
	250+	40	60	594
Managerial/supervisory duties	Yes	42	58	780
	No	35	65	1,301
Trade union/staff association member	Yes	38	62	648
	No	36	64	484
Household income	Under £15,000	30	70	390
	£15,000-£24,999	39	61	358
	£25,000-£39,999	40	60	397
	£40,000+	44	56	475
Parental status	Dependant children under 6 years	56	44	157
	Dependant children 6 yrs and over	56	44	351
	No dependant children	32	68	1,569
Carer	Yes	54	46	191
	No	36	64	1,890

Source: IES/ICM, 2006

Table A5.29: Whether employees who had experienced an emergency had taken time off at short notice to deal with it

		Yes %	No %	Unweighted base
All employees who had experienced an emergency		90	10	799
Gender	Male	92	8	398
	Female	89	11	401
Sector	Public sector	87	13	274
	Private sector	92	8	523
Age	16-24	84	16	73
	25-34	90	10	117
	35-44	92	8	255
	45-54	91	9	195
	55+	91	9	93
Work status	Full-time	92	8	496
	Part-time	88	12	163
Flexible worker status	Part-time worker	87	13	230
	Other flexible worker	93	7	269
	Non-flexible worker	91	9	300
No. of employees	5-24	89	11	221
	25-99	90	10	203
	100-249	91	9	122
	250+	92	8	245
Managerial/supervisory duties	Yes	94	6	339
	No	88	12	460
Trade union/staff association member	Yes	92	8	252
	No	87	13	180
Household income	Under £15,000	84	16	120
	£15,000-£24,999	92	8	141
	£25,000-£39,999	96	4	161
	£40,000+	92	8	213
Parental status	Dependant children under 6 years	91	9	91
	Dependant children 6 yrs and over	93	7	199
	No dependant children	90	10	507
Carer	Yes	87	13	104
	No	91	9	695

Source: IES/ICM, 2006

Table A5.30: How many working days taken by employees who had taken time off to deal with an emergency

		Mean no. of days	Median	1-2 days %	3-4 days %	5+ days %	Unweighted base
All employees who had taken time off to deal with an emergency		5.07	2.13	50	23	27	719***
Gender	Male	4.62	2.04	50	26	24	363
	Female	5.57	2.23	49	20	31	356
Sector	Public sector	4.81	2.00	51	21	27	239
	Private sector	5.19	2.21	49	24	27	479
Age	16-24	5.84	2.00	52	20	28	61
	25-34	5.76	2.13	48	22	30	160
	35-44	4.38	2.04	50	26	24	230
	45-54	5.04	2.03	50	22	28	176
	55+	5.40	3.00	45	26	29	87
Work status	Full-time	4.76	2.00	51	23	26	452
	Part-time	5.61	2.99	46	24	30	142
Flexible worker status	Part-time worker	5.50	2.13	49	22	29	199
	Other flexible worker	5.04	3.00	49	29	22	249
	Non-flexible worker	4.81	2.00	51	19	30	271
No. of employees	5-24	6.12	2.82	48	22	30	198
	25-99	4.79	3.00	49	22	29	180
	100-249	5.07	2.00	48	25	27	111
	250+	4.28	2.00	55	24	21	223
Managerial/ supervisory duties	Yes	4.82	2.00	56	22	22	315
	No	5.26	3.00	44	24	31	404
Trade union/staff association member	Yes	5.22	2.00	52	21	27	230
	No	4.33	2.00	53	25	22	158
Household income	Under £15,000	4.80	3.00	46	22	32	101
	£15,000-£24,999	5.07	3.00	46	21	33	129
	£25,000-£39,999	5.51	3.00	45	28	27	152
	£40,000+	4.63	2.00	54	26	20	194
Parental status	Dependant children under 6 years	4.29	2.00	52	27	21	82
	Dependant children 6 yrs and over	4.29	2.00	58	20	22	184
	No dependant children	5.51	3.00	46	24	30	452
Carer	Yes	5.83	3.00	40	24	36	91
	No	4.97	2.00	51	23	26	628
Occupation	Operatives & unskilled	5.07	3.00	38	25	37	104
	Services & sales	6.38	2.96	47	17	36	103
	Clerical & skilled manual	5.61	3.00	47	25	28	155

		Mean no. of days	Median	1-2 days %	3-4 days %	5+ days %	Unweighted base
Industry	Managers & professionals	4.43	2.00	58	23	19	325
	Manufacturing	4.07	3.00	46	26	27	106
	Construction	**	**	**	**	**	16
	Distribution, retail, hotels etc	7.97	3.00	45	18	36	84
	Transport, storage & communication	4.20	3.00	45	36	*	36
	Banking, finance and insurance	4.31	2.00	52	25	23	146
	Public Admin, Education, Health	5.04	2.00	52	20	28	276
	Other services	6.50	3.00	44	*	*	32

* Unweighted cell count is less than 10

** These percentages, means and medians are not shown as the unweighted base is less than 20

*** In 120 unweighted cases, the answers were given in 'working hours'. These were converted into days (one working day equals to seven and a half hours) and then were added to 603 unweighted cases, where the answers were in working days. Also, in four of the cases, the number of days given were unrealistic (121, 132, 150 and 210 days) and therefore, were not included in the sub-group analysis of total days taken, leaving an unweighted base of 719 instead of 723

Source: IES/ICM, 2006

Table A5.31: Forms of emergency time off taken by employees who had taken time off to deal with an emergency

		Fully paid leave %	Leave without pay %	Holiday %	Sick leave %	Time off but made it up later %	Unweighted base
All employees who had taken time off to deal with an emergency		52	15	16	7	16	723
Gender	Male	57	13	17	7	17	366
	Female	46	17	15	8	16	357
Sector	Public sector	59	10	19	6	18	239
	Private sector	49	17	9	8	16	483
Age	16-24	49	23	18	*	*	62
	25-34	48	22	14	12	12	160
	35-44	52	14	17	6	18	232
	45-54	56	9	16	5	19	177
	55+	52	13	17	*	16	87
Work status	Full-time	55	13	18	7	17	454
	Part-time	35	21	15	11	21	144
Flexible worker status	Part-time worker	37	22	14	10	20	202
	Other flexible worker	65	7	14	5	17	249
	Non-flexible worker	51	17	20	8	14	272
No. of employees	5-24	48	20	15	9	14	198
	25-99	52	20	15	7	14	181
	100-249	55	12	13	*	23	111
	250+	54	8	21	6	16	226
Managerial/supervisory duties	Yes	61	8	16	5	14	317
	No	45	20	16	9	18	406
Trade union/staff association member	Yes	59	7	16	7	15	231
	No	47	11	15	7	19	159
Household income	Under £15,000	45	24	15	11	15	102
	£15,000-£24,999	53	20	17	*	16	130
	£25,000-£39,999	50	14	20	7	14	152
	£40,000+	57	8	13	7	21	195
Parental status	Dependant children under 6 years	53	14	16	*	16	82
	Dependant children 6 yrs and over	49	13	14	*	21	184
	No dependant children	53	16	17	9	15	456
Carer	Yes	49	18	16	*	13	92
	No	53	15	16	7	17	631

* Unweighted cell count is less than 10

Note: Employee responses of 'don't know/can't remember' (6 unweighted cases) are not shown in this table, but were included in the unweighted base. This question was multiple response

Table A5.32: How often employees' thought that their employer would agree to them taking time off at short notice to care for a dependant

		Almost always agree %	Sometimes agree %	Never agree %	Not relevant/ D/K %	Unweighted base
All employees		71	21	3	5	2,081
Gender	Male	70	22	3	5	1,096
	Female	72	20	2	5	985
Sector	Public sector	74	20	2	4	669
	Private sector	70	22	3	5	1401
Age	16-24	65	28	*	5	289
	25-34	70	21	3	6	454
	35-44	75	19	2	4	570
	45-54	71	19	5	5	472
	55+	71	19	*	7	285
Work status	Full-time	71	21	4	5	1,302
	Part-time	67	25	*	6	392
Flexible worker status	Part-time worker	69	24	2	5	548
	Other flexible worker	78	16	2	5	649
	Non-flexible worker	68	22	5	5	884
No. of employees	5-24	71	22	3	4	582
	25-99	70	22	3	5	537
	100-249	72	18	4	6	338
	250+	72	21	2	5	594
Managerial/ supervisory duties	Yes	76	16	3	4	780
	No	68	24	3	6	1,301
Trade union/staff association member	Yes	71	22	3	4	648
	No	72	19	*	7	484
Household income	Under £15,000	62	30	3	5	390
	£15,000-£24,999	72	20	3	5	358
	£25,000-£39,999	75	18	*	5	397
	£40,000+	79	15	3	4	475
Parental status	Dependant children under 6 years	75	20	*	*	157
	Dependant children 6 yrs and over	75	19	*	4	351
	No dependant children	69	22	3	6	1,569
Occupation	Operatives & unskilled	62	26	5	7	345
	Services & sales	67	25	*	5	332
	Clerical & skilled manual	72	21	3	4	426
	Managers & professionals	77	17	2	4	878

		Almost always agree %	Sometimes agree %	Never agree %	Not relevant/ D/K %	Unweighted base
Industry	Manufacturing	68	21	*	8	302
Industry	Construction	80	*	*	*	55
	Distribution, retail, hotels etc	64	27	4	5	294
	Transport, storage & communication	73	21	*	*	110
	Banking, finance and insurance	74	18	4	4	384
	Public Admin, Education, Health	74	20	2	4	760
	Other services	73	15	*	*	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.33: How often employees' thought that their employer would agree to them taking time off at short notice to deal with a household emergency such as flood

		Almost always agree %	Sometimes agree %	Never agree %	Not relevant/ D/K	Unweighte d base
All employees		78	16	3	3	2,081
Gender	Male	80	14	3	3	1,096
	Female	76	18	3	3	985
Sector	Public sector	77	18	2	3	669
	Private sector	79	15	3	3	1401
Age	16-24	74	20	4	*	289
	25-34	76	16	3	4	454
	35-44	80	16	2	3	570
	45-54	77	16	3	4	472
	55+	87	8	*	*	285
Work status	Full-time	79	15	3	3	1,302
	Part-time	76	17	*	4	392
Flexible worker status	Part-time worker	76	18	2	4	548
	Other flexible worker	82	13	2	3	649
	Non-flexible worker	77	16	4	3	884
No. of employees	5-24	78	17	3	2	582
	25-99	80	14	3	3	537
	100-249	78	15	3	4	338
	250+	78	16	2	4	594
Managerial/ supervisory duties	Yes	79	14	3	3	780
	No	78	16	3	3	1,301
Trade union/staff association member	Yes	76	18	3	3	648
	No	80	14	*	3	484
Household income	Under £15,000	74	20	4	*	390
	£15,000-£24,999	81	15	*	3	358
	£25,000-£39,999	81	15	*	*	397
	£40,000+	82	13	*	3	475
Parental status	Dependant children under 6 years	73	22	*	*	157
	Dependant children 6 yrs and over	82	13	*	3	351
	No dependant children	78	15	3	3	1,569
Occupation	Operatives & unskilled	76	17	3	4	345
	Services & sales	76	17	5	*	332
	Clerical & skilled manual	81	15	*	*	426
	Managers & professionals	79	15	2	4	878

		Almost always agree %	Sometimes agree %	Never agree %	Not relevant/ D/K	Unweighte d base
Industry	Manufacturing	80	12	*	5	302
Industry	Construction	89	9	*	*	55
	Distribution, retail, hotels etc	75	19	4	*	294
	Transport, storage & communication	78	15	*	*	110
	Banking, finance and insurance	83	12	3	*	384
	Public Admin, Education, Health	77	17	2	3	760
	Other services	78	18	*	*	100

* Unweighted cell count is less than 10

Source: IES/ICM, 2006

Table A5.34: Whether employees had caring responsibilities

		Carers %	Caring for someone in same household** %	Caring for someone in another household only %	Unweighted base %
All employees		9	4	4	2,081
Gender	Male	7	2	1	1,096
	Female	12	2	3	985
Sector	Public sector	13	*	2	669
	Private sector	8	3	2	1,401
Age	16-24	6	*	*	289
	25-34	7	*	*	454
	35-44	6	*	*	570
	45-54	15	*	*	472
	55+	14	*	*	285
Work status	Full-time	9	3	3	1,302
	Part-time	11	*	*	392
Flexible worker status	Part-time worker	12	*	2	548
	Other flexible worker	9	*	*	649
	Non-flexible worker	7	2	*	884
No. of employees	5-24	9	*	*	582
	25-99	10	*	*	537
	100-249	9	*	*	558
	250+	9	*	*	594
Managerial/supervisory duties	Yes	10	2	2	780
	No	9	3	2	1,301
Trade union/staff association member	Yes	11	2	3	648
	No	10	*	*	484
Household income	Under £15,000	8	*	*	390
	£15,000-£24,999	9	*	*	358
	£25,000-£39,999	9	*	*	397
	£40,000+	7	*	*	475
Parental status	Dependant children under 6 years	*	*	*	157
	Dependant children 6 yrs and over	10	*	*	351
	No dependant children	9	3	3	1,569

* Unweighted cell count is less than 10

** Includes people who were caring for someone in the same household and someone in another private household

Source: IES/ICM, 2006

Table A5.35: Characteristics of employees who were carers

		%	Unweighted base
All carers			191
Gender	Male	39	74
	Female	61	117
Sector	Public sector	44	83
	Private sector	56	106
Age	16-24	**	18
	25-34	*	28
	35-44	*	34
	45-54	38	72
	55+	*	37
Work status	Full-time	73	44
	Part-time	27	118
Flexible worker status	Part-time worker	34	65
	Other flexible worker	32	61
	Non-flexible worker	34	65
No. of employees	5-24	28	52
	25-99	28	53
	100-249	*	32
	250+	27	51
Managerial/supervisory duties	Yes	41	78
	No	59	113
Trade union/staff association member	Yes	61	72
	No	40	47
Household income	Under £15,000	*	33
	£15,000-£24,999	*	32
	£25,000-£39,999	29	40
	£40,000+	*	34
Parental status	Dependant children under 6 years	**	7
	Dependant children 6 yrs and over	*	39
	No dependant children	76	143

* Unweighted cell count is less than 10

** These percentages are not shown as the unweighted base is less than 20

Source: IES/ICM, 2006

Table A5.36: Number of adults cared for by employees who were carers

		1 adult %	2 adults %	3 or more %	Unweighted base
All carers who cared for adults in their own or other households		79	15	*	172
Gender	Male	88	*	*	70
	Female	73	21	*	102
Sector	Public sector	72	23	*	71
	Private sector	84	11	*	99
Age	16-24	**	**	**	18
	25-34	85	*	*	24
	35-44	70	*	*	32
	45-54	71	24	*	64
	55+	94	*	*	33
Work status	Full-time	84	12	*	105
	Part-time	62	26	*	39
Flexible worker status	Part-time worker	72	21	*	58
	Other flexible worker	79	*	*	56
	Non-flexible worker	87	*	*	58
No. of employees	5-24	82	*	*	49
	25-99	74	22	*	48
	100-249	82	*	*	30
	250+	79	*	*	44
Managerial/supervisory duties	Yes	80	*	*	74
	No	78	18	*	98
Trade union/staff association member	Yes	83	*	*	63
	No	73	*	*	42
Household income	Under £15,000	77	*	*	29
	£15,000-£24,999	87	*	*	28
	£25,000-£39,999	73	*	*	35
	£40,000+	77	*	*	28
Parental status	Dependant children under 6 years	**	**	**	7
	Dependant children 6 yrs and over	70	*	*	32
	No dependant children	81	14	*	131

* Unweighted cell count is less than 10

** These percentages are not shown as the unweighted base is less than 20

Source: IES/ICM, 2006

Table A5.37: How many hours employees who were carers spent caring in a typical week

		1-5 hours %	6-10 hours %	11-20 hours %	More than 20 hours %	Mean	Median	Unweighted base
All carers who care for adults in their own or other households who gave a number of hours they spent caring		33	22	19	26	19.01	10.00	139
Gender	Male	35	24	20	22	18.79	8.00	55
	Female	32	20	19	29	19.18	10.00	84
Sector	Public sector	36	*	23	26	18.76	10.67	61
	Private sector	30	27	17	26	19.38	10.00	77
Age	16-24	**	**	**	**	**	**	13
	25-34	**	**	**	**	**	**	14
	35-44	*	*	*	*	26.66	12.05	28
	45-54	37	18	20	25	18.26	9.21	56
	55+	*	*	*	*	19.94	12.37	27
Work status	Full-time	31	22	17	30	19.04	10.00	87
	Part-time	*	*	*	*	20.95	10.00	32
Flexible worker status	Part-time worker	36	24	*	28	20.20	9.63	46
	Other flexible worker	38	*	31	*	12.03	10.00	45
	Non-flexible worker	27	23	*	35	23.68	11.58	48
No. of employees	5-24	28	*	*	31	18.25	10.00	36
	25-99	41	*	*	*	16.93	8.00	39
	100-249	*	*	*	*	22.01	9.24	27
	250+	*	*	*	*	19.99	12.00	37
Managerial/ supervisory duties	Yes	30	28	28	*	16.26	10.00	61
	No	26	17	13	35	20.99	10.00	78
Trade union/staff association member	Yes	31	*	29	24	19.66	11.42	55
	No	47	*	*	*	21.40	6.41	30
Household income	Under £15,000	40	*	*	*	15.37	10.00	25
	£15,000-£24,999	*	*	*	44	20.89	11.84	25
	£25,000-£39,999	*	43	*	*	13.21	10.00	28
	£40,000+	52	*	*	*	10.79	5.18	25
Parental status	Dependant children under 6 years	**	**	**	**	**	**	5
	Dependant children 6 yrs and over	48	*	*	*	13.38	6.71	27
	No dependant children	29	23	20	29	20.73	10.06	105

* Unweighted cell count is less than 10

** These percentages, means and medians are not shown as the unweighted base is less than 20

Source: IES/ICM, 2006

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