



**CIPD**

*Championing better  
work and working lives*

APPENDIX 1 | 2019

# UK Working Lives

The CIPD Job Quality Index

The CIPD is the professional body for HR and people development. The not-for-profit organisation champions better work and working lives and has been setting the benchmark for excellence in people and organisation development for more than 100 years. It has 150,000 members across the world, provides thought leadership through independent research on the world of work, and offers professional training and accreditation for those working in HR and learning and development.

*UK Working Lives* is an annual representative survey of UK workers first published in 2018. Reports and other resources are available at **[cipd.co.uk/workinglives](https://cipd.co.uk/workinglives)**

# UK Working Lives survey 2019

## Appendix 1: tables

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# 1 Introduction

This appendix accompanies the main report from the CIPD’s second UK Working Lives survey. It contains data tables reported in the survey report, which can be found at [cipd.co.uk/workinglives](http://cipd.co.uk/workinglives)

Details of the CIPD Job Quality Index are presented in Appendix 2, also available on the report webpage.

The counts (n) used in the tables below are weighted in order that the percentages are more accurate of the UK working population. As a result, the counts given should be seen as indicative; the actual number of respondents is slightly different (for example, n for the unweighted overall sample n is 5,136, whereas the weighted n is 5,174).

Throughout the UKWL survey report, the guidelines issued by YouGov have been followed regarding not reporting any patterns in the data calculated on bases fewer than 50 respondents to ensure reliability in the analysis of the data collected. Patterns observed have been tested for statistical significance using descriptive statistics including Chi-squared tests, Analysis of Variance (ANOVA) and correlation coefficients (Pearson’s R and Spearman’s rho), as well as forms of regression analysis. Relevant tests and statistical output are provided in this appendix for reference. Care should be taken in interpreting the tables presented below – specifically, percentages with cell counts of n<50 should not be taken to be accurate.

## 2 Job centrality and key outcomes

**Table 1: Job centrality (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
<b>A job is just a way of earning money – no more</b>	10	26	19	34	11	5,151
<b>I would enjoy having a paid job even if I did not need money</b>	12	47	18	16	7	5,060

**Table 2: Job satisfaction (%)**

<b>Very satisfied</b>	<b>23</b>
<b>Satisfied</b>	46
<b>Neither satisfied nor dissatisfied</b>	16
<b>Dissatisfied</b>	10
<b>Very dissatisfied</b>	4
<b>n</b>	5,174

**Table 3: Work effort/motivation (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
<b>I am willing to work harder than I have to in order to help my employer or organisation</b>	9	48	24	14	5	4,300
<b>I am willing to work harder than I have to in order to help my client(s)*</b>	20	55	19	4	2	803

\*Workers running their own business or working as a freelancer/contractor.

**Table 4: Intention to quit (%)**

How likely to voluntarily quit job in the next year:	
Very likely	6
Likely	12
Neither likely nor unlikely	16
Unlikely	24
Very unlikely	38
Don't know	5
n	5,174

### 3 Work–life balance and flexible working

**Table 5: Broad employment status, by gender (column %)**

	Male	Female
Employed full-time (30 or more hours a week)	73	48
Employed part-time	12	38
Self-employed	15	14
n	2,727	2,446

**Table 6: Number of hours overworked (%)**

	%
None	40
Up to 5 hours	17
More than 5, up to 10 hours	19
More than 10, up to 15 hours	10
More than 15 hours	14
n	5,174

Calculated as [Hours actually worked] – [Hours want to work]; underemployment coded as 0 (see section 5).

**Table 7: Overworked or underemployment, by occupation group (hours)**

NRS Social Grade	Mean hours +/-	Std. Deviation	Median hours +/-	N
A	7.1	12.1	5	912
B	6.8	11.2	5	1,232
C1	5.4	10.9	5	1,465
C2	5.1	12.2	4	831
D	1.5	13.0	0	590
E	-3.9	12.4	-2	40
Total	5.5	11.8	5	5,070

Overworked is positive figure, underemployed is negative figure.

**Table 8: Impacts of job on work–life balance and vice versa (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
Job affects personal commitments	5	21	21	38	15	5,155
Personal commitments affect job	1	6	14	53	26	5,151
Hard to relax in personal time because of job	5	19	18	39	19	5,158

**Table 9: Availability and use of flexible work arrangements (row %)**

	Available, not used	Used	Not available	n
Flexi-time	12	35	53	4,259
Working from home	9	30	61	4,013
Reduced hours	35	13	53	4,021
Compressed hours	22	12	67	4,070
Term-time working	13	5	82	4,315
Job-sharing	13	3	84	3,985

**Table 10: Unmet demand for flexible work arrangements (row %)**

	Would you make use of this arrangement if it was available?				n
	Definitely not	Probably not	Probably, yes	Yes, definitely	
Flexi-time	8	22	37	32	2,262
Job-sharing	44	40	12	4	3,488
Reduced hours	34	37	20	9	2,326
Compressed hours	16	26	38	20	2,820
Working from home	31	20	25	23	2,501
Term-time working	57	28	9	7	3,419

Asked only if flexible work arrangement in question was not available.

**Note:** for the following tables, respondents were asked specifically about a flexible work arrangement that they had used in the last year. Thus, depending on which arrangement they had used, respondents were asked, ‘*What was the main reason you started working flexi-time?*’ or ‘*...started working in a job share?*’ or ‘*...started working reduced hours?*’ etc. If they had used more than one flexible work arrangement, respondents were asked to focus on one of these (this was selected automatically to target less common arrangements).

**Table 11: Reasons for working flexibly, by gender (column %)**

	Overall	Male	Female
Own illness or disability	7	6	9
Look after a child/children	18	13	24
Look after incapacitated/vulnerable adult(s)	5	4	5
Undertake education/training	3	3	4
Undertake another job	2	2	3
Increase my leisure time	23	28	19
Could not find a standard job	2	2	2
Other reason	39	43	35
n	2,393	1,243	1,147

**Table 12: How started working flexibly (column %)**

	All	Flexi-time	Job-sharing	Reduced hours	Compressed hours	Working from home	Term-time working
It was openly offered when I accepted the job	27	38	37	11	21	27	21
It was not openly offered but I requested it when I accepted the job	4	3	9	6	5	2	8
I requested it at some point after starting the job	25	14	19	49	24	28	6
I just work this way; I didn't have to ask	26	30	12	15	35	28	21
My employer gave me no option; it's how the job is	9	9	15	6	11	4	28
Another reason	9	6	9	14	5	10	16
n	2,351	682	125	405	337	650	152

**Table 13: Confidence that the flexible work arrangement would be granted (%)**

Very confident	31
Fairly confident	52
Not very confident	15
Not at all confident	2
n	672

Asked only if they had specifically requested the flexible work arrangement.

**Table 14: Informal flexibility (%)**

Very easy	28
Fairly easy	37
Neither easy nor difficult	12
Fairly difficult	13
Very difficult	10
n	5,047

How easy it is to take an hour or two off during working hours to take care of personal or family matters.

**Table 15: Impacts of flexible working, by gender (column %)**

	Impact on your career		Impact on your quality of life	
	Men	Women	Men	Women
Very positive	5	5	21	26
Positive	13	11	56	52
Neither positive nor negative	75	69	21	17
Negative	5	12	2	4
Very negative	2	4	0	1
n	1,188	1,097	1,224	1,124



## 4 Pay and benefits

**Table 16: Hourly and weekly pay (£)**

Pay	25th percentile	Median	75th percentile	n
Hourly (£)	9.00	12.50	18.89	3,433
Weekly (£, based on 39 hours)	349	488	731	

**Table 17: Subjective measure of pay (%)**

Considering my responsibilities and achievements in my job, I feel I get paid appropriately	
Strongly agree	7
Agree	39
Neither agree nor disagree	19
Disagree	26
Strongly disagree	9
n	5,151

**Table 18: 'Paid appropriately', by NRS Social Grade (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
A	10	47	17	20	6	911
B	7	42	18	25	9	1,225
C1	6	39	18	27	9	1,461
C2	7	32	21	29	12	822
D or E	5	32	22	29	12	629

**Table 19: 'Paid appropriately', by factors of Living Wage (row %)**

Pay relative to Living Wage:	'Paid appropriately':					n
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
Less than full National Living Wage (NLW)	7	28	21	30	14	402
Full NLW but less than Real Living Wage	5	26	19	34	15	841
Real LW but less than 2x Real LW	5	42	17	28	8	1,522
2x Real LW but less than 3x Real LW	10	56	15	15	4	515
3x Real LW or more	16	56	14	12	2	335
Total	7	40	17	27	9	3,615

**Table 20: Are you currently saving through a company pension plan? (%)**

Yes, I'm currently in a defined benefit plan (such as final salary or career average pension)	22
Yes, I'm currently in a defined contribution plan (such as a group personal pension, stakeholder pension or NEST pension)	40
Yes, I'm definitely in a plan but cannot remember whether it is a defined benefit or defined contribution plan	16
No	23
n	4,085

**Table 21: Employer pension contribution as a percentage of salary (%)**

Employer contribution	%
Zero %	2
1%	5
2%	15
3%	19
4%	7
5%	15
6%	9
7%	4
8%	5
9%	2
10%	6
11–15%	7
16% or more	5
n	2,098

**Table 22: Employee benefits available and used in the last year (row %)**

	Used	Available, not used	Not available
Career development benefits	12	17	71
Enhanced leave benefits	28	24	48
Financial assistance benefits	2	10	88
Transport benefits	21	12	67
Food benefits	35	8	58
Health care and insurance benefits	18	21	61
Well-being benefits	8	21	72
Social benefits	37	18	45
Technology benefits	16	7	77

n=5,174

## 5 Contracts

**Table 23: Contract type (%)**

Work as a permanent employee (full-time or part-time)	78
Temporary employment	3
Zero-hours contract work	2
Short-hours contract work	1
Running my own business	11
Freelancer or independent contractor	5
Other	1
n	5,161

**Table 24: Underemployment (%)**

None (work at least as many hours as want)	84
Up to 5 hours	6
More than 5, up to 10 hours	6
More than 10, up to 15 hours	2
More than 15 hours	3
n	5,174

Calculated as [Hours want to work] – [Hours actually worked]; overwork recoded as 0.

**Table 25: Underemployment, by occupational group (column %)**

	A	B	C1	C2	D or E
None (work at least as many hours as want)	87	90	85	80	68
Up to 5 hours	6	4	6	7	10
More than 5 hours	8	6	9	14	22
n	912	1,233	1,465	831	631

**Table 26: Job insecurity, by working status (column %)**

Likelihood of losing job in the next 12 months:	Work as a permanent employee	Temporary, zero-hours or short-hours contract	Running my own business	Freelancer or independent contractor
Very likely or likely	15	31	9	21
Neither likely nor unlikely	24	30	20	31
Unlikely or very unlikely	62	39	71	48
n	3,718	256	505	232

**Table 27: Confidence in labour market, by working status (column %)**

How easy to find another job at least as good:	Work as a permanent employee	Temporary, zero-hours or short-hours contract	Running my own business	Freelancer or independent contractor
Very easy or fairly easy	30	34	20	29
Neither easy nor difficult	21	23	15	22
Fairly difficult or very difficult	50	44	65	49
n	3,833	264	493	247

## 6 Job design and the nature of work

**Table 28: Work autonomy (row %)**

	Amount of influence:				n
	A lot	Some	A little	None	
How you do your work	45	32	16	7	4,386
The pace at which you work	37	31	19	14	4,381
The tasks you do in your job	25	35	23	17	4,385
The time you start or finish your working day	25	22	18	34	4,382

**Table 29: Workload in a typical week (%)**

Far too much	6
Too much	26
About right	59
Too little	8
Far too little	2
n	5,087

**Table 30: Person–job qualification match (%)**

I am overqualified	32
I have the right level of qualifications	64
I am underqualified	4
n	5,069

**Table 31: Person–job skills match (%)**

I lack some skills required in my current duties	12
My present skills correspond well with my duties	51
I have the skills to cope with more demanding duties	37
n	5,090

**Table 32: Job resources (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
I usually have enough time to get my work done within my allocated hours	19	44	17	15	5	5,133
I have the right equipment to do my job effectively	25	50	13	9	2	5,144
I have a suitable space to do my job effectively (eg office space or workshop)	28	47	14	8	3	5,114

**Table 33: Job complexity (row %)**

How often does your job involve:	Always	Often	Sometimes	Rarely	Never	n
Solving unforeseen problems on your own	20	43	28	8	1	5,174
Interesting tasks	13	32	41	12	2	5,174
Complex tasks	13	34	34	17	3	5,174
Monotonous tasks	12	31	39	17	2	5,174
Learning new things	12	36	37	13	2	5,174

**Table 34: Meaningfulness of work (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
I have the feeling of doing useful work for my organisation/client	21	54	17	6	3	5,085
I have the feeling of doing useful work for society	15	35	27	17	7	5,122
I am highly motivated by my organisation's/client's core purpose	13	35	30	14	7	5,081

**Table 35: Learning and development opportunities (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
My job offers good opportunities to develop my skills	10	39	25	17	8	5,153
My job offers good prospects for career advancement	7	23	29	27	15	5,124
I receive the training and information I need to do my job well	10	41	27	16	7	5,174
I receive the training and information I need to manage my colleagues well	10	41	26	18	6	1,311

## 7 Relationships at work

**Table 36: Quality of work relationships (row %)**

Relationships with your:	Very good	Good	Neither good nor poor	Poor	Very poor	n
Line manager or supervisor	37	41	14	5	3	4,198
Other managers at your workplace	23	50	20	6	2	1,287
Colleagues in your team	41	47	9	2	1	4,460
Other colleagues in your workplace	28	54	15	3	1	4,417
Staff who you manage	36	52	10	1	1	1,892
Customers, clients or service users	34	51	13	2	1	4,511
Suppliers	26	53	19	1	1	2,854



**Table 37: Psychological safety and trust (row %)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
If I make a mistake, my manager or supervisor will hold it against me	5	14	20	39	23	3,992
People in my team sometimes reject others for being different	3	19	18	31	29	4,083
No one in my team would deliberately act in a way that undermines my efforts	24	43	17	12	4	1,040
I trust my colleagues to act with integrity	23	50	17	8	2	4,249

**Table 38: Quality of line management (row %)**

My line manager:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	n
Respects me as a person	30	46	16	5	3	4,143
Recognises when I have done a good job	23	44	18	11	4	4,221
Is successful in getting people to work together	16	38	27	13	6	4,162
Helps me in my job	19	41	23	12	5	4,236
Provides useful feedback on my work	16	37	25	16	6	4,206
Supports my learning and development	17	37	27	13	6	4,173
Can be relied upon to keep their promise	19	38	24	12	6	4,135
Is supportive if I have a problem	28	45	17	7	3	4,182
Treats me fairly	27	47	16	6	3	4,240

**Table 39: Bullying and harassment in the workplace, by gender (column %)**

Experienced in the last year:	All	Male	Female
Being undermined or humiliated	14	12	17
False allegations made against me	6	7	5
Shouting or very heated arguments	13	14	12
Verbal abuse or insult	11	12	11
Unwanted attention of a sexual nature	2	1	4
Sexual assault	0	0	0
Intimidation/harassment (non-sexual)	6	6	6
Physical threat	3	4	2
Physical assault (not of a sexual nature)	2	2	2
Discriminatory behaviour	6	5	6
Other offensive or threatening behaviour	5	6	5
None of the above	70	71	69
n	5,174	2,727	2,446

**Table 40: Conflict experienced, by sexual orientation/gender identity (row %)**

	Being undermined or humiliated	Discriminatory behaviour	n
Heterosexual	14	5	4,543
LGBT	20	11	459

**Table 41: Conflict experienced, by ethnicity (row %)**

Conflicts by ethnicity	Being undermined or humiliated	Discriminatory behaviour	n
White	14	5	4,570
Net: non-white	18	13	479

## 8 Voice and representation

**Table 42: Channels for worker voice available (%)**

One-to-one meetings with your line manager	59
Team meetings	47
Employee survey	38
All-department or all-organisation meetings	21
Trade union	20
Online forum or chat room for employees (eg an enterprise social network, such as Yammer)	12
Employee focus groups	10
Non-union staff association or consultation committee	5
Other	3
None of the above	19
n	4,417

**Table 43: Managerial openness to employee voice (row %)**

How good are managers at:	Very good	Good	Neither good nor poor	Poor	Very poor	n
Seeking the views of employees or employee representatives	10	33	28	18	11	4,148
Responding to suggestions from employees or employee representatives	9	32	31	19	10	4,091
Allowing employees or employee representatives to influence final decisions	7	25	33	22	14	4,012
Keeping employees informed of management discussions or decisions	10	32	26	20	13	4,189

**Table 44: Employee ratings of their representatives (row %)**

How good are your employee representatives at:	Very good	Good	Neither good nor poor	Poor	Very poor	n
Seeking the views of employees	9	34	31	19	8	943
Representing employee views to senior management	9	31	33	19	8	914
Keeping employees informed of management discussions or decisions	7	32	31	21	9	944

## 9 Health and well-being

**Table 45: Health conditions due to work in the last year (%)**

<b>Backache or other bone, joint or muscle problems</b>	<b>29</b>
<b>Repetitive strain injury (RSI)</b>	<b>7</b>
<b>Skin problems</b>	<b>7</b>
<b>Anxiety</b>	<b>25</b>
<b>Panic attacks</b>	<b>6</b>
<b>Depression</b>	<b>14</b>
<b>Sleep problems</b>	<b>28</b>
<b>Alcohol or drug dependence</b>	<b>2</b>
<b>Breathing problems</b>	<b>3</b>
<b>Heart problems</b>	<b>2</b>
<b>Hearing problems</b>	<b>2</b>
<b>Road traffic accident while commuting</b>	<b>2</b>
<b>Injury due to an accident</b>	<b>3</b>
<b>Other</b>	<b>2</b>
<b>n</b>	<b>5,174</b>

**Table 46: Work affect/mood and energy (row %)**

<b>At work, how often do you feel:</b>	<b>Always</b>	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>
<b>Full of energy</b>	5	26	45	22	2
<b>Enthusiastic</b>	17	37	33	11	2
<b>Time flies</b>	15	37	37	9	1
<b>Bored</b>	3	11	35	38	14
<b>Miserable</b>	2	9	30	43	15
<b>Under excessive pressure</b>	5	17	41	30	6
<b>Exhausted</b>	4	18	45	28	5

n=5,174

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