

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 more than 145,000 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

Appendix 1: data tables

June 2018

Jonny Gifford and Sudipa Sarkar

Contents

Introduction	2
Job characteristics	2
Demographics.....	4
Section 2: Introduction	5
Section 3: Pay and benefits.....	6
Section 4: Terms of employment.....	7
Section 5: Job design and the nature of work.....	8
Section 6: Social support and cohesion	10
Section 7: Health and well-being.....	11
Section 8: Work–life balance.....	12
Section 9: Employee voice.....	14
Section 10: Bringing the dimensions together	15
Other areas: senior leadership and training.....	15
CIPD Job Quality Index.....	16
Regression tables	17
Acknowledgements.....	20

Introduction

This document is an appendix to the UK Working Lives 2018 survey report available at www.cipd.co.uk/workinglives. The survey builds on previous surveys of UK employees – including by the CIPD and others – to apply a new Job Quality Index with the aim of encapsulating and assessing the quality of UK jobs today.

This appendix presents the top-line results from the survey, referencing the relevant section in the main research report. We also present analysis of the Job Quality Index, comprising eight indices across seven core dimensions of job quality.

The sample for this survey, conducted by YouGov for the CIPD, is representative of the UK workforce in terms of: gender; whether workers are part-time or full-time; sector; organisation size; and industry.

In Appendix 2, also available on the report webpage, we present the method of our survey and a description of how we computed indices for the seven dimensions of job quality.

A full questionnaire for purposes of replication or further analysis is available on request from research@cipd.co.uk

Data should be cited as ‘CIPD / YouGov UK Working Lives 2018’.

Job characteristics

Level of management responsibility (%)

Owner/proprietor	14
Partner	3
Chairman	0
Chief executive	1
Managing director	1
Non-executive director	1
Other board-level manager/director	2
Other senior manager or director below board level	6
Middle manager	11
Junior manager/team leader/supervisor	15
Executive/clerical/other worker with no managerial responsibility	24
Other	3
None of these	20
N	6,009

Sector (%)

Private sector firm or company (for example limited companies and PLCs)	73
Nationalised industry or public corporation (for example BBC)	1
Other public sector employer (for example central government, civil service, LEA, NHS)	15
Charity/voluntary sector (for example charitable companies, churches, trade unions)	7
Other	5
N	6,009

Number of full-time employees in organisation (%)

1 person (just me)	17
2–4	6
5–9	6
10–19	6
20–49	7
50–99	5
100–199	4
200–249	2
250–499	5
500 or more	38
Don't know	5
N	6,009

Currently, in total, how many jobs do you have? (%)

1	88
2	9
3 or more	3
N	6,009

Tenure in current job (%)

6 months or less	7
More than 6 months up to 1 year	6
More than 1 year up to 2 years	10
More than 2 years up to 5 years	20
More than 5 years up to 10 years	20
More than 10 years up to 15 years	15
More than 15 years up to 20 years	9
More than 20 years	14
Don't know	0
N	6,009

Worked in gig economy in last 12 months (%)

Yes	3
No	96
Don't know	1
N	6,009

Gig economy work is main job (%)

Yes	52
No	47
Don't know	1
N	159

Occupation group (NRS Social Grade; %)

A	19
B	23
C1	30
C2	16
D	11
E	1
N	6,009

Demographics

Education level (%)

Below degree level	45
Undergraduate degree	28
Postgraduate degree	27
N	5,933

Gender (%)

Male	47
Female	53
N	6,009

Age (%)

18–24	4
25–34	11
35–44	19
45–54	26
55+	39
N	6,009

Ethnic group (%)

White British	89
Any other white background	6
Non-white	4
Prefer not to say	1
N	5,995

Disability (%)

Yes	21
No	79
Total	5,591

Sexual orientation (%)

Heterosexual	89
Gay or lesbian	3
Bisexual	3
Other	1
Prefer not to say	3
N	5,986

Religion (%)

No, I do not regard myself as belonging to any particular religion.	51
Anglican	26
Roman Catholic	8
Christian – other	8
Judaism	0.9
Islam	0.6
Buddhism	0.6
Hinduism	0.3
Sikhism	0.3
Other religion	2.5
Prefer not to say	2.1
N	5,776

Section 2: Introduction¹

Job centrality (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
A job is just a way of earning money – no more	10	25	18	36	11	0
I would enjoy having a paid job even if I did not need money	11	48	18	14	7	2
N=6,009						

¹ Headings in this report reference the relevant 'sections' in the main research report.

Section 3: Pay and benefits

Pay

	25th percentile	Median	75th percentile	N
Hourly (£)	8.61	13.11	19.94	4,927
Weekly (£, based on 39 hours)	336	511	778	

Appropriateness of pay* (%)

Strongly agree	6
Agree	39
Neither agree nor disagree	19
Disagree	23
Strongly disagree	13
N	5,943

* 'Considering my responsibilities and achievements in my job, I feel I get paid appropriately'

Pension

Employer contribution to company pension as percentage of salary (%)

0%	2
1%	16
2–3%	22
4–6%	30
7–10%	18
11–15%	8
16% or more	4
N	2,387

Other benefits

Employee benefits other than pensions (%; excludes don't know)

	Used	Available, not used	Not available	N
Social benefits	34	15	52	4,868
Enhanced leave benefits	28	17	55	4,704
Food benefits	31	7	63	4,875
Health care and insurance benefits	19	17	65	4,794
Transport benefits	19	11	70	4,862
Career development benefits	12	14	74	4,736
Well-being benefits	6	18	76	4,817
Technology benefits	15	7	78	4,859
Financial assistance benefits	2	7	91	4,707

Satisfaction with benefits other than pay and pension (%)

Very satisfied	10
Satisfied	29
Neither satisfied nor dissatisfied	32
Dissatisfied	14
Very dissatisfied	9
Don't know	2
Not applicable	5
N	4,985

Section 4: Terms of employment

Contract type (%)

Work as a permanent employee (full-time or part-time)	74
Temporary employment	4
Zero-hours contract work	3
Short-hours contract work	0
Running my own business	12
Freelancer or independent contractor	6
Other	1
N	6,009

Hours underemployed per week* (%)

None (work at least as many hours as want)	84
Up to 5 hours	5
More than 5 hours up to 10 hours	5
More than 10 hours up to 15 hours	2
More than 15 hours	3
underemployed	16

* = (Hours would like to work) – (actual hours)

Job security

Likelihood of losing job in the next 12 months (%)

Very likely	4
Likely	9
Neither likely nor unlikely	25
Unlikely	29
Very unlikely	27
Don't know	7
N	6,009

Confidence in the labour market

How easy to find another job at least as good as current one (%)

Very easy	5
Fairly easy	22
Neither easy nor difficult	24
Fairly difficult	31
Very difficult	18
N	5,649

How often typically requested to work at short notice (%)

Every day	1
2 to 4 times a week	2
Once a week	3
2 or 3 times a month	8
Once a month	5
Once every 2 to 3 months	9
Twice a year or less often	17
Never	37
Don't know	2
Not applicable	16
N	5,214

Personal and career development (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N
My job offers good opportunities to develop my skills	9	38	27	17	10	5,987
My job offers good prospects for career advancement	5	21	31	28	16	5,995

Section 5: Job design and the nature of work

Workload in a normal week (%)

Far too much	6
Too much	23
About right	59
Too little	8
Far too little	1
Don't know	2
N	6,009

UK Working Lives: Appendix 1 data tables

Autonomy and self-determination (%)

Amount of influence over...	None	A little	Some	A lot	N
How you do your work	7	17	30	47	4,985
The pace at which you work	13	19	30	38	4,985
The tasks you do in your job	18	21	35	27	4,985
The time you start or finish your working day	29	17	23	31	4,985

Adequacy of work resources (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
I usually have enough time to get my work done within my allocated hours	17	43	15	17	7	0	1
I have the right equipment to do my job effectively	21	50	15	10	3	0	0
I have a suitable space to do my job effectively	24	47	12	9	3	1	3

N=5,053

Job complexity (%)

How often job involves...	Never	Rarely	Sometimes	Often	Always
Solving unforeseen problems on your own	1	8	29	44	18
Interesting tasks	2	13	37	37	11
Complex tasks	3	17	34	34	12
Learning new things	2	18	39	30	11

N=6,009

Person–job match

	Over-qualified	Right level	Under-qualified	N
Qualifications (%)	32	64	4	6,009
	Over-skilled	Right level	Under-skilled	
Skills (%)	39	50	11	6,009

Meaningfulness of work (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable	N
Useful work for the organisation/client(s)*	19	55	15	7	3	0	0	5,215
Useful work for society	13	34	26	18	7	1	1	6,009
Motivated by purpose/client(s)*	12	35	30	14	8	1	1	5,215

* Excludes running own business

Section 6: Social support and cohesion

How often do you usually interact with the following people at work? (%)

	Your line manager	Other managers	Colleagues in your team	Other colleagues	Staff you manage	Customers	Suppliers
Every day	44	29	71	57	27	50	11
2 to 4 times a week	24	22	13	19	6	15	13
Once a week	11	12	4	7	2	7	8
2 or 3 times a month	5	8	2	4	1	5	8
Once a month	4	4	1	2	0	2	5
Once every 2 to 3 months	2	4	1	1	0	2	4
Twice a year or less often	1	4	1	1	0	2	4
Never	1	3	1	1	1	3	11
Don't know	1	1	1	1	1	1	2
Not applicable	8	14	7	9	60	13	36
N=5,053							

How would you describe your relationship(s) at work with the following? (%)

	Your line manager	Other managers	Colleagues in your team	Other colleagues in your organisation	Staff you manage	Customers
Very good	38	27	46	34	45	37
Good	41	49	45	52	44	49
Neither good nor poor	13	18	8	12	8	11
Poor	5	4	1	1	2	1
Very poor	2	2	0	0	0	0
Don't know	0	1	0	1	1	2
N	4,587	4,175	4,634	4,517	1,904	4,176

Psychological safety (%)

	Mistakes held against one*	Exclusion**	Social support***
Strongly agree	4	4	23
Agree	12	17	37
Neither agree nor disagree	20	17	16
Disagree	37	28	12
Strongly disagree	19	25	4
Don't know	3	3	3
Not applicable	5	7	5
N=4,998			

* If I make a mistake, my manager or supervisor will hold it against me.

** People in my team sometimes reject others for being different.

*** No one in my team would deliberately act in a way that undermines my efforts.

UK Working Lives: Appendix 1 data tables

Line management (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
Respects me as a person	25	45	15	5	3	3	4
Recognises when I have done a good job	20	44	17	8	5	2	5
Is successful in getting people to work together	15	36	24	12	6	2	6
Helps me in my job	16	39	22	12	6	1	6
Provides useful feedback on my work	14	35	23	14	6	2	6
Supports my learning and development	14	34	24	11	6	2	10
Can be relied upon to keep their promise	17	35	23	11	7	3	5
Is supportive if I have a problem	23	44	16	7	4	2	5
Treats me fairly	24	45	16	6	3	1	4

N=4,997

Satisfaction with relationship with line manager (%)

Very satisfied	28
Satisfied	41
Neither satisfied nor dissatisfied	15
Dissatisfied	8
Very dissatisfied	4
Don't know	0
Not applicable	4
N	4,997

Section 7: Health and well-being

Impact of work on health (%)

	Mental health	Physical health
Very positive	9	5
Positive	35	27
No impact	31	40
Negative	20	24
Very negative	4	4
N	5,987	5,990

UK Working Lives: Appendix 1 data tables

Work engagement and mental health (%)

	Always	Often	Sometimes	Rarely	Never
At my work I feel full of energy	4	25	45	23	2
I am enthusiastic about my job	16	37	33	12	2
Time flies when I am working	14	38	37	10	1
At my work I feel bored	3	11	33	39	15
At my work I feel miserable	3	8	30	44	16
At my work I feel exhausted	5	17	43	30	6
At my work I feel under excessive pressure	6	17	40	31	7

N=6,009

Health conditions in the last year ‘due to work or where work was a contributing factor’ (%)

Backache or other bone, joint or muscle problems	29
Anxiety or depression	22
Skin problems	7
Repetitive strain injury (RSI)	6
Breathing problems	3
Hearing problems	2
Heart problems	1
Injury due to an accident	1
Other	3
None of these	53

N=6,009

Section 8: Work–life balance

Hours worked per week	Mean	Std. deviation	N
Contracted hours (workers or employees)	32.1	11.0	4,456
Contracted hours (self-employed)	14.9	17.0	1,265
Actual hours ‘including paid or unpaid overtime’	33.5	14.1	6,009
Ideal hours ‘taking into account the need to earn your living’	27.4	11.8	6,009

Hours overworked per week* (%)

None	37
Up to 5 hours	15.8
More than 5 hours up to 10 hours	20.7
More than 10 hours up to 15 hours	10.1
More than 15 hours	16.4
N	5,969

* = (Hours actually worked) – (hours would ideally work)

UK Working Lives: Appendix 1 data tables

Daily commuting time (%)

30 minutes or less	36.7
31–60 minutes	31.6
61–120 minutes	25.1
121–180 minutes	5.1
181 minutes or more	1.5
N	4,783

Work–life balance (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Work affects personal commitments*	5	21	21	36	16	0
Personal commitments affect work**	1	7	13	54	25	0
Hard to relax in personal time because of work	5	21	17	37	20	0
N=6,009						

* I find it difficult to fulfil my commitments outside of work because of the amount of time I spend on my job.

** I find it difficult to do my job properly because of my commitments outside of work.

Flexible working arrangements in the last year (%)

	Used	Available, not used	Not available
Flexi-time	9	33	58
Working from home	6	34	60
Option to reduce working hours	23	11	66
Compressed hours	15	9	75
Job-sharing	10	2	88
Term-time working	7	4	89
N=5,215			

Informal flexibility in working hours* (%)

Very easy	28
Fairly easy	36
Neither easy nor difficult	14
Fairly difficult	11
Very difficult	11
N	5,875

* How easy is it 'for you to arrange to take an hour or two off during working hours to take care of personal or family matters?'

Section 9: Employee voice

Channels available 'to express your views to senior management' (%)

One-to-one meetings with your line manager	56
Team meetings	47
Employee survey	37
All-department or all-organisation meetings	24
Trade union	19
Online forum or chat room for employees (that is, an enterprise social network, such as Yammer)	11
Employee focus groups	11
Non-union staff association or consultation committee	6
Other	2
None of the above	22
N	4,998

Employees' ratings of their representatives (%)

How good employee representatives are at...

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Not applicable
Seeking the views of employees	8	33	26	15	9	4	5
Representing employee views to senior management	8	33	25	14	9	7	5
Keeping employees informed of management discussions or decisions	8	31	25	18	9	4	5
N=1,329							

Managerial openness to employee voice (%)

How good 'managers at your workplace' are at...

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Not applicable
Seeking the views of employees or employee representatives	9	27	24	14	11	5	10
Responding to suggestions from employees or employee representatives	7	26	25	15	10	6	11
Allowing employees or employee representatives to influence final decisions	6	20	25	16	14	7	12
N=4,998							

Satisfaction with employee voice* (%)

Very satisfied	17
Satisfied	40
Neither satisfied nor dissatisfied	26
Dissatisfied	12
Very dissatisfied	6
N	3,801

* 'the opportunities you have to express your views about your work to senior management'

Section 10: Bringing the dimensions together

Job satisfaction by year (Employee Outlook data before 2018; %)

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Very satisfied	19	16	15	20	16	19	19	17	21	18
Satisfied	45	42	41	45	45	43	46	42	43	46
Neither satisfied nor dissatisfied	18	19	22	18	19	18	17	21	20	18
Dissatisfied	12	15	15	13	15	14	12	14	12	14
Very dissatisfied	6	7	7	5	6	5	6	6	4	5
Don't know	1	0	0	0	0	0	0	0	0	0
N	3,177	2,049	2,013	1,989	2,083	2,532	2,252	2,034	2,279	6,009

Enthusiasm, effort and likelihood of quitting

	Never	Often	Sometimes	Rarely	Always	N	
I am enthusiastic about my job		2	37	33	12	16	6,009
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N	
I am willing to work harder than I have to in order to help my employer or organisation/client(s)		9	47	28	12	5	5,930
	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely	N	
Likelihood of voluntarily quitting in the next year		6	13	21	24	37	5,744

Other areas: senior leadership and training²

Leadership of the organisation (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
Clear vision*	15	34	22	13	7	5	4
Confidence**	13	32	23	15	10	3	4
Integrity***	15	32	22	14	10	3	4
N=4,997							

* The directors/senior management of my organisation have a clear vision of where the organisation is going and how to get there.

** I have confidence in the ability of the directors/senior management team of my organisation.

*** I trust the directors/senior management of my organisation to act with integrity.

² These tables are not presented in the main research report but form part of the UK Working Lives dataset.

Training received in the last 12 months (%)

Coaching	7
Online learning (such as e-learning, virtual classrooms or massive open online courses (MOOCs))	27
On-the-job training	30
Learning from peers (through face-to-face interactions or online networks)	20
External conferences, workshops and events	18
Formal qualifications	6
In-house development programmes	19
Instructor-led training delivered off the job	10
Job rotation, secondment and shadowing	4
Mobile-device-based learning	3
Blended learning (such as combining instructor-led training with online learning)	4
Other	1
None of the above	26
Can't remember	1
Not applicable	10
N	5,053

Usefulness of training received (%)

	Very useful	Useful	Neither	Not very useful	Not at all useful	Don't know	N
Coaching	36	52	7	4	0	0	366
Online learning	12	50	18	15	4	1	1,360
On-the-job training	39	53	6	2	1	0	1,521
Learning from peers	44	53	2	1	0	0	991
External conferences, etc	31	55	7	6	0	0	885
Formal qualifications	42	39	11	5	2	1	304
In-house development	24	56	12	6	1	1	940
Instructor-led training	28	56	9	7	0	0	524
Job rotation, etc	33	60	5	1	0	1	212
Mobile device learning	15	60	16	6	2	2	157
Blended learning	32	45	11	9	1	2	209

CIPD Job Quality Index

Mean scores for the Job Quality Index

	Mean	Std. dev.	Min	Max	N
1 Pay and benefits index	0.395	0.285	0	0.990	5,910
2 Terms of employment index	0.741	0.143	0.056	1	5,910
3.1 Nature of work index	0.610	0.208	0	1	5,907
3.2 Job complexity index	0.611	0.188	0	1	5,910
4 Social support index	0.700	0.167	0	1	5,110
5 Health and well-being index	0.607	0.183	0	1	5,910
6 Work–life balance index	0.579	0.215	0	1	5,910
7 Voice index	0.280	0.220	0	1	5,910

Mean scores for Job Quality Index by occupational group (NRS social grade)

	Pay and reward	Terms of employment	Nature of work	Job complexity	Social support	Health and well-being	Work-life balance	Voice
A	0.485	0.761	0.663	0.679	0.727	0.633	0.584	0.266
B	0.467	0.761	0.619	0.645	0.708	0.595	0.556	0.326
C1	0.385	0.745	0.602	0.602	0.704	0.612	0.585	0.285
C2	0.287	0.713	0.588	0.563	0.673	0.599	0.581	0.236
D and E	0.237	0.689	0.544	0.496	0.662	0.583	0.604	0.255

Correlation matrix for the Job Quality Index

	Pay and benefits	Terms of employment	Nature of work	Job complexity	Social support	Health and well-being	Work-life balance	Employee voice
1 Pay and benefits index	1							
2 Terms of employment index	0.262	1						
3.1 Nature of work index	0.170	0.420	1					
3.2 Job complexity index	0.235	0.344	0.350	1				
4 Social support index	0.107	0.377	0.459	0.268	1			
5 Health and well-being index	0.049	0.247	0.429	0.130	0.471	1		
6 Work-life balance index	-0.052	-0.025	0.266	-0.028	0.379	0.520	1	
7 Voice index	0.287	0.329	0.205	0.192	0.374	0.103	-0.031	1

Regression tables

We conduct ordinary least squares (OLS) regression to look at what factors appear to influence pay satisfaction most strongly. We include controls for our indices for terms of employment, employee voice, autonomy, and social support; as well as occupational group, employment status, gender, age, education level, ethnicity, disability, sexual orientation, organisation sector and organisational size.

In the below regression tables, coefficients (B) show percentage point increases in dependent variable =1, controlling for other independent variables. Thus, holding other factors constant, a 0 to 1 increase in the pay and reward index sees a 9% point increase in the level of enthusiasm for the job, a 17% point increase in the job satisfaction level, a 5% point increase in the level of work effort and a 4% point reduction in the likelihood of quitting. S.E. denotes standard error.

Ordinary least squares (OLS) regressions showing the relationships between the pay and reward index and four outcomes (enthusiasm, satisfaction, effort and quitting)

Independent variables:	Job enthusiasm (1=always/often)		Job satisfaction (1=satisfied or very satisfied)		Work effort (1=agree or strongly agree)		Likelihood of quitting (1=likely or very likely)	
	B	S.E.	B	S.E.	B	S.E.	B	S.E.
1 Pay and benefits index	0.09***	(0.017)	0.17***	(0.019)	0.05***	(0.020)	-0.04*	(0.023)
Male (ref: female)	-0.03***	(0.008)	-0.04***	(0.009)	-0.04***	(0.008)	0.03**	(0.010)
Age group (ref: 18 to 24)								

UK Working Lives: Appendix 1 data tables

25 to 34	-0.02	(0.022)	0.02	(0.025)	0.01	(0.024)	-0.16***	(0.030)
35 to 44	-0.01	(0.021)	0.02	(0.024)	0.01	(0.023)	-0.22***	(0.029)
45 to 54	-0.01	(0.021)	-0.01	(0.024)	0.00	(0.022)	-0.25***	(0.028)
55 to 64	0.01	(0.021)	0.02	(0.024)	0.00	(0.023)	-0.21***	(0.029)
65+	0.11***	(0.024)	0.14***	(0.028)	0.05*	(0.027)	-0.17***	(0.033)
Education level (ref: below degree)								
Undergraduate degree	0.00	(0.009)	0.00	(0.010)	0.01	(0.010)	0.02*	(0.012)
Postgraduate degree	0.01	(0.010)	-0.01	(0.011)	0.02*	(0.011)	0.04***	(0.013)
Ethnicity (ref: white British)								
White other	0.02	(0.016)	0.00	(0.019)	0.01	(0.018)	-0.01	(0.022)
Non-white	0.00	(0.018)	-0.01	(0.020)	-0.04**	(0.019)	0.05**	(0.025)
Region (ref: North)								
Midlands	0.01	(0.012)	0.00	(0.014)	-0.01	(0.013)	0.01	(0.016)
East	0.01	(0.014)	0.00	(0.015)	-0.01	(0.015)	0.02	(0.018)
London	0.00	(0.013)	-0.02	(0.015)	0.02	(0.015)	0.05***	(0.018)
South	0.02**	(0.010)	0.01	(0.012)	0.02**	(0.011)	0.00	(0.014)
Wales	0.04**	(0.019)	0.04*	(0.022)	0.02	(0.021)	-0.06**	(0.026)
Scotland	0.05***	(0.015)	0.05***	(0.017)	0.03**	(0.016)	-0.02	(0.020)
Northern Ireland	0.07**	(0.033)	-0.01	(0.038)	0.01	(0.036)	-0.06	(0.046)
Sector (ref: private)								
Public	0.03**	(0.012)	0.00	(0.013)	0.01	(0.013)	-0.02	(0.016)
Voluntary	0.08***	(0.014)	0.04***	(0.016)	0.03**	(0.015)	0.02	(0.019)
Disability (ref: yes)	0.02**	(0.009)	0.05***	(0.011)	0.01	(0.011)	-0.04***	(0.013)
Sexual orientation (ref: heterosexual)								
Gay, lesbian or bisexual	0.01	(0.014)	0.01	(0.015)	0.00	(0.015)	0.04**	(0.018)
Other	-0.01	(0.047)	0.00	(0.053)	0.01	(0.051)	-0.07	(0.064)
Prefer not to say	0.00	(0.027)	0.01	(0.031)	-0.01	(0.030)	0.02	(0.037)
Social grade (ref: NRS grade A)								
B	-0.01	(0.011)	0.00	(0.012)	0.00	(0.012)	-0.03**	(0.015)
C1	-0.04***	(0.011)	-0.01	(0.012)	-0.03***	(0.012)	-0.03**	(0.015)
C2	-0.06***	(0.014)	0.00	(0.015)	-0.07***	(0.015)	-0.04**	(0.018)
D and E	-0.08***	(0.015)	-0.04**	(0.017)	-0.06***	(0.017)	-0.01	(0.021)
Employment status (ref: permanent employee)								
Temporary, zero-hours and short-hours contracts	0.02	(0.018)	0.03	(0.020)	0.02	(0.019)	0.08***	(0.024)
Self-employed	0.07***	(0.014)	0.05***	(0.016)	0.05	(0.239)	-0.03	(0.019)
Organisation size (ref: below 10 employees)								
Size: 10 to 49	-0.03**	(0.014)	-0.06***	(0.016)	0.01	(0.016)	0.05***	(0.019)
50 to 249	-0.04***	(0.014)	-0.06***	(0.016)	-0.05***	(0.015)	0.06***	(0.019)
250 or more	-0.06***	(0.012)	-0.09***	(0.013)	-0.08***	(0.013)	0.02	(0.016)
Constant	0.60***	(0.027)	0.58***	(0.030)	0.63***	(0.029)	0.54***	(0.036)
N	4,147		4,142		3,675		4,011	
R-squared	0.094		0.082		0.059		0.055	

*** p<0.01, ** p<0.05, * p<0.1

UK Working Lives: Appendix 1 data tables

Ordinary least squares (OLS) regressions showing the relationships between job quality indices (excluding pay and reward) and four outcomes

	Job enthusiasm (1=always/often)		Job satisfaction (1=satisfied or very satisfied)		Work effort (1=agree or strongly agree)		Likelihood of quitting (1=likely or very likely)	
Independent variables:	B	S.E.	B	S.E.	B	S.E.	B	S.E.
2 Terms of employment index	0.12***	(0.027)	0.29***	(0.029)	0.02	(0.035)	-0.28***	(0.044)
3.1 Nature of work index	0.17***	(0.017)	0.25***	(0.018)	0.11***	(0.022)	-0.19***	(0.028)
3.2 Job complexity index	0.36***	(0.017)	0.16***	(0.018)	0.21***	(0.022)	0.01	(0.028)
4 Social support index	0.19***	(0.022)	0.24***	(0.023)	0.16***	(0.027)	-0.22***	(0.035)
5 Health and well-being index	0.36***	(0.020)	0.48***	(0.021)	0.14***	(0.025)	-0.23***	(0.032)
6 Work-life balance index	0.01	(0.017)	0.07***	(0.018)	-0.02	(0.021)	-0.09***	(0.027)
7 Voice index	0.05***	(0.016)	0.09***	(0.017)	0.13***	(0.020)	0.00	(0.026)
Male (Ref: female)	-0.03***	(0.006)	-0.03***	(0.006)	-0.03***	(0.007)	0.02*	(0.009)
Age group (ref: 18 to 24)								
25 to 34	-0.03	(0.017)	0.02	(0.018)	0.01	(0.021)	-0.15***	(0.027)
35 to 44	-0.02	(0.016)	0.02	(0.017)	0.01	(0.020)	-0.21***	(0.025)
45 to 54	-0.02	(0.016)	0.01	(0.016)	0.00	(0.019)	-0.24***	(0.025)
55 to 64	0.00	(0.016)	0.01	(0.017)	-0.01	(0.020)	-0.19***	(0.025)
65+	0.05***	(0.019)	0.05**	(0.020)	0.01	(0.024)	-0.11***	(0.030)
Education level (ref: below degree)								
Undergraduate degree	-0.02***	(0.007)	-0.01*	(0.007)	0.00	(0.009)	0.04***	(0.011)
Postgraduate degree	-0.01*	(0.007)	-0.01*	(0.008)	0.00	(0.009)	0.05***	(0.012)
Ethnicity (ref: white British)								
White other	0.01	(0.013)	0.00	(0.014)	0.01	(0.016)	0.00	(0.020)
Non-white	0.01	(0.013)	0.01	(0.014)	-0.03**	(0.016)	0.03	(0.021)
Region (ref: North)								
Midlands	0.01	(0.009)	0.00	(0.010)	0.00	(0.011)	0.01	(0.015)
East	-0.01	(0.010)	0.00	(0.011)	-0.01	(0.013)	0.03*	(0.017)
London	0.00	(0.010)	0.00	(0.011)	0.02	(0.013)	0.05***	(0.016)
South	0.01*	(0.008)	0.01	(0.008)	0.02*	(0.010)	0.00	(0.013)
Wales	0.02	(0.015)	0.02	(0.015)	0.01	(0.018)	-0.04*	(0.023)
Scotland	0.03**	(0.011)	0.03**	(0.012)	0.02	(0.014)	-0.01	(0.018)
Northern Ireland	0.06**	(0.025)	0.00	(0.027)	0.04	(0.031)	-0.07*	(0.041)
Sector (ref: private)								
Public sector	-0.01	(0.009)	-0.03***	(0.009)	-0.01	(0.011)	0.00	(0.014)
Voluntary	0.03***	(0.011)	0.00	(0.011)	0.01	(0.013)	0.02	(0.017)
Disability (ref: yes)	-0.03***	(0.007)	-0.03***	(0.008)	-0.02*	(0.009)	0.01	(0.012)
Sexual orientation (ref: heterosexual)								
Gay, lesbian or bisexual	0.02	(0.011)	0.02**	(0.011)	0.01	(0.013)	0.03*	(0.017)
Other	-0.03	(0.036)	0.01	(0.038)	0.01	(0.044)	-0.07	(0.057)
Prefer not to say	0.01	(0.017)	0.02	(0.018)	0.01	(0.022)	0.03	(0.027)
Social grade (ref: NRS grade A)								
B	0.00	(0.008)	0.01	(0.009)	0.01	(0.011)	-0.04***	(0.013)
C1	-0.02***	(0.008)	0.00	(0.009)	-0.01	(0.010)	-0.04***	(0.013)

UK Working Lives: Appendix 1 data tables

C2	-0.01	(0.010)	0.04***	(0.011)	-0.04***	(0.013)	-0.08***	(0.017)
D and E	0.00	(0.011)	0.02	(0.012)	0.00	(0.014)	-0.05***	(0.018)
Employment status (ref: permanent employee)								
Temporary, zero-hours and short-hours contracts	0.04***	(0.014)	0.06***	(0.015)	0.02	(0.017)	0.05**	(0.023)
Self-employed	0.03*	(0.017)	0.04**	(0.017)	0.00	(0.222)	0.06**	(0.027)
Organisation size (ref: below 10 employees)								
Size: 10 to 49	-0.01	(0.011)	-0.02*	(0.011)	0.01	(0.013)	0.03*	(0.017)
50 to 249	-0.01	(0.011)	-0.01	(0.011)	-0.04***	(0.013)	0.02	(0.017)
250 or more	-0.02**	(0.009)	-0.03***	(0.010)	-0.07***	(0.012)	-0.02	(0.015)
Constant	-0.11***	(0.028)	-0.33***	(0.029)	0.22***	(0.035)	1.16***	(0.045)
N	4,402		4,397		4,251		4,231	
R-squared	0.443		0.513		0.191		0.196	

*** p<0.01, ** p<0.05, * p<0.1

Relationships between voice, autonomy and social support and Job Quality Index: OLS regression

	1 Pay and benefits	2 Terms of empt	3.1 Nature of work	3.2 Job complex	4 Social support	5 Health and well-being	6 Work-life balance	7 Voice
Voice index	0.17*** (0.020)	0.15*** (0.010)	0.19*** (0.015)	0.13*** (0.014)	0.08*** (0.013)	0.03* (0.016)	0.31*** (0.011)	
Autonomy sub-index (nature of work)	0.17*** (0.014)	0.06*** (0.007)		0.15*** (0.010)	0.07*** (0.009)	0.13*** (0.011)	0.17*** (0.008)	0.06*** (0.011)
Social support index	-0.02 (0.025)	0.21*** (0.012)	0.44*** (0.018)	0.13*** (0.017)	0.41*** (0.017)	0.34*** (0.019)		0.48*** (0.018)
Constant	0.00 (0.030)	0.46*** (0.015)	0.26*** (0.023)	0.40*** (0.021)	0.14*** (0.020)	0.28*** (0.024)	0.54*** (0.016)	-0.12*** (0.023)
N	4,385	4,376	4,411	4,376	4,376	4,376	4,376	4,376
R-squared	0.283	0.384	0.273	0.255	0.302	0.247	0.309	0.265

*** p<0.01, ** p<0.05, * p<0.1

Notes: Standard errors in parenthesis. Co-variates included in analysis but not shown in table: gender; age group; education level; ethnicity; UK region; sector; disability; sexual orientation; NRS social grade; employment status; organisation size.

Acknowledgements

This report was produced by Jonny Gifford, Senior Adviser for Organisational Behaviour at the CIPD, and Dr Sudipa Sarkar, Research Fellow at the Institute for Employment Research, University of Warwick.

Thanks to Ben Butler and Tasha Rathour at YouGov for the data collection and helping design the survey.

Thanks to the following for their useful comments and suggestions on the questionnaire design: Gill Dix and David Taylor, Acas; Tony Dundon and Cary Cooper, Alliance Manchester Business School; Alan Felstead, Melanie Jones and Victoria Wass, Cardiff University; Nick Bacon, Cass Business School; Cara Maguire, Department for Business, Energy and Industrial Strategy; Chris Warhurst and Sally Wright, University of Warwick; Katie Bailey, King's College London; Andy Charlwood, Leeds University; Donald Hislop, Loughborough University; David Freeman, ONS; Duncan Gallie, Oxford University; Francis Green, University College London; Melanie Simms, University of Glasgow; Patricia Findlay, University of Strathclyde; and Kim Hoque, Warwick Business School.

CIPD

Chartered Institute of Personnel and Development
151 The Broadway London SW19 1JQ United Kingdom
T +44 (0)20 8612 6200 **F** +44 (0)20 8612 6201
E cipd@cipd.co.uk **W** cipd.co.uk

Incorporated by Royal Charter
Registered as a charity in England and Wales (1079797)
Scotland (SC045154) and Ireland (20100827)

Issued: July 2018 Reference: 7667 © CIPD 2018

