

NOTE: All of the variables for wave 2 begin with the prefix "w2".  
All variables without this prefix are for wave 1.

The form numbers are the same for each individual across waves. So if an individual was in form A1 in wave 1 then he would also be in form A1 in wave 2.

## WAVE 2 QUESTIONNAIRE

### PRINCETON SURVEY RESEARCH ASSOCIATES

#### WORKER REPRESENTATION AND PARTICIPATION SURVEY

N = 801 workers in private companies/non-profit organizations with 25 or more employees who are not part of upper management.

Margin of error: Plus or minus 4 percentage points for total sample  
Plus or minus 5 percentage points for Form 1 and Form 4; N=410  
Plus or minus 6 percentage points for Form 2 and Form 3; N=391

Hello. I am \_\_\_\_\_ calling for Princeton Survey Research of Princeton, New Jersey. May I please speak with (NAME OF RESPONDENT FROM WAVE ONE SURVEY)?

**W2QA** In (MONTH) you were kind enough to take part in an opinion survey about work in America. About a week ago we mailed you some material that describes a new way to solve work-related problems in companies. Did you receive this information in the mail?

1. Yes
2. No ? We're sorry the information hasn't reached you yet. We'll mail it out again to you, and then call back in about a week. (TERMINATE AND CONFIRM ADDRESS)

**W2QB** Have you had a chance to read the material yet?

1. Yes
2. No, don't have it anymore? We'll mail it out again to you, and then call back in about a week. (TERMINATE AND CONFIRM ADDRESS)
3. No, still have material - I hope you'll be able to look it over soon. I'll call back in a couple of days, so you'll have a chance to read it and think about it. What is a good time for me to call back? (TERMINATE. SCHEDULE APPOINTMENT)

NOTE: ON THE SECOND TRY TO PEOPLE WHO ANSWERED "NO" TO Q.B, IF THEY

ANSWER "NO" ON THE CALLBACK, GO TO Q.12 INSTEAD OF TERMINATING.

FORMS 1 AND 4 RECEIVED FOLLOW-UP MATERIAL ON "ARBITRATION TO SETTLE DISPUTES ABOUT EMPLOYMENT RIGHTS" AND FORMS 2 AND 3 RECEIVED FOLLOW-UP MATERIAL ON "COMMITTEES FOR WORKPLACE STANDARDS"

w2q1 Did you read all the material, most of it, some of it, or only a little of it? (all, most, some, only a little)

w2q2 How would you rate your own understanding of the description of (arbitration to settle legal disputes/committees for workplace standards)? (excellent, good, only fair, poor)

w2q3 After you read the material, did you talk about this new idea with anyone, such as your co-workers, family, or friends? (yes, no)

(IF YES TO Q.3) With whom did you discuss it? (DO NOT READ. RECORD ALL MENTIONS. PROBE FOR RELATIONSHIP TO RESPONDENT.)

w2q4\_1 Husband or wife  
 w2q4\_2 Other family member  
 w2q4\_3 Friend or neighbor  
 w2q4\_4 Co-worker  
 w2q4\_5 Other (specify)

w2q5 Overall, what do you think about using (arbitration to settle legal disputes/ committees for workplace standards)? Do you think it is a very good idea, a good idea, a bad idea, or a very bad idea? (very good, good, bad, very bad)

FORMS 2 AND 3 SKIP TO Q.6B

w2q6a Now let's talk in more detail about the plan to use arbitrators. Suppose a system like this was set up in your (company/organization). That is, employees who felt their LEGAL rights had been violated would take the case to a neutral arbitrator to be decided, rather than to court. Do you think this system would work well, or not well, at your own (company/organization)? (well, not well)

7A. I'd like to know what you think would happen if arbitrators replaced the courts in solving most employee disputes about legal rights. In each of the following areas, please tell me what changes you think would take place. If you think things would stay about the same, just tell me that. First, (ROTATE)

w2q7aa Would MORE employees or FEWER employees bring complaints against their employers?  
 1. More would bring complaints  
 2. Fewer would bring complaints

3. Stay the same  
9. Don't know/refused
- w2q7ab Would disputes be settled MORE fairly or LESS fairly?  
1. More fairly  
2. Less fairly  
3. Stay the same  
9. Don't know/refused
- w2q7ac Would it be EASIER or HARDER for ordinary workers to get a fair hearing of their complaints?  
1. Easier for ordinary workers  
2. Harder  
3. Stay the same  
9. Don't know/refused
- w2q7ad Overall, would WORKERS be BETTER OFF or WORSE OFF with this kind of system?  
1. Workers would be better off  
2. Worse off  
3. Stay the same  
9. Don't know/refused
- w2q7ae Overall, would MANAGEMENT be BETTER OFF or WORSE OFF with this kind of system?  
1. Management would be better off  
2. Worse off  
3. Stay the same  
9. Don't know/refused

ROTATE THE ORDER OF Q.8A AND Q.9A

8A. People who FAVOR a system of arbitration argue that it has a number of ADVANTAGES over using courts or government agencies. How convincing are each of these POSITIVE arguments to YOU ? (very convincing, somewhat convincing, not too convincing, not convincing at all)

- w2q8aa. Arbitration would be FASTER
1. Very convincing
  2. Somewhat convincing
  3. Not too convincing
  4. Not convincing at all
  9. Don't know/refused

w2q8ab. Arbitration would cost less for COMPANIES

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q8ac. Arbitration would cost less for EMPLOYEES

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q8ad. Arbitration would be EASIER for employees to use

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

9A. People who OPPOSE a system of arbitration argue that it has a number of DISADVANTAGES over using courts or government agencies. How convincing are each of these NEGATIVE arguments to YOU ? (very convincing, somewhat convincing, not too convincing, not convincing at all)

w2q9aa. Arbitrators' decisions would be made LESS CAREFULLY

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q9ab. Employees would not have LAWYERS to help them win their cases

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q9ac. Arbitrators' decisions would tend to favor MANAGEMENT

1. Very convincing
2. Somewhat convincing
3. Not too convincing

4. Not convincing at all
9. Don't know/refused

w2q9ad. Employees would not be able to have their "DAY IN COURT"

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

10A. Suppose Congress passed a law that encouraged companies to use arbitration to settle employee disputes about legal rights. If it were your decision to make and everyone went along with it, what type of system would you like Congress to encourage? Would you prefer . . . (ROTATE)

w2q10aa a system where the procedures for using it are set up by management alone, by employees alone, or by management and employees together?

1. management alone
2. employees alone
3. management and employees together
4. makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q10ab a system that allows employees to take a legal workplace dispute EITHER to an arbitrator or to court, or one that requires employees to use arbitration ONLY?

1. Can use either arbitration or courts
2. Must use arbitration only
3. Makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q10ac a system where the expenses are paid by MANAGEMENT alone, by management and the individual employee TOGETHER, or by management and the employee with a contribution from the GOVERNMENT?

1. management alone
2. management and employee together
3. government contribution
4. makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q10ad a system that provides expert advice and assistance to all employees in preparing their cases, or one that makes each employee responsible for preparing his or her own case?

1. expert help available

2. employees responsible for own cases
3. makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q10ae a system where decisions are reviewed by a government agency, or one that operates without government review?

1. government review
2. no government review
3. makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q11a. Right now, some companies REQUIRE employees, as a condition of keeping their jobs, to settle any legal disputes with them through arbitration rather than going to court. Do you think it should be LEGAL, or NOT legal for a company to require employees to sign a contract requiring arbitration?

1. Legal
2. Not legal, illegal
9. Don't know refused

#### FORMS 1 AND 4 SKIP TO Q.12

w2q6b. Now let's talk in more detail about the plan to set up committees for workplace standards, such as health and safety. These would be groups of employees and managers meeting together regularly to DISCUSS and SOLVE problems in meeting those standards and regulations. Do you think such a system would work well, or not well, at your company?

1. well
2. not well
3. It depends (VOLUNTEERED)
9. Don't know/refused

7B. I'd like to know what you think would happen if workplace committees were given some responsibility for enforcing workplace standards. In each of the following areas, please tell me what changes you think would take place. If you think things would stay about the same, just tell me that. First, (ROTATE)

w2q7ba Would standards be enforced MORE OFTEN or LESS OFTEN than they are now?

1. more often
2. less often
3. stay the same
9. Don't know/refused

w2q7bb Would it be EASIER or HARDER for companies to meet standards in a way that

fits well with how they operate?

1. easier
2. harder
3. stay the same
9. Don't know/refused

w2q7bc Would enforcement be MORE STRICT or LESS STRICT?

1. more strict
2. less strict
3. stay the same
9. Don't know/refused

w2q7bd Overall, would WORKERS be BETTER OFF or WORSE OFF with this kind of system?

1. Workers would be better off
2. worse off
3. stay the same
9. Don't know/refused

w2q7be Overall, would MANAGEMENT be BETTER OFF or WORSE OFF with this kind of system?

1. Management would be better off
2. Worse off
3. stay the same
9. Don't know/refused

#### ROTATE ORDER OF Q.8B AND Q.9B

8B. People who FAVOR committees for workplace standards argue that they have a number of ADVANTAGES over using government inspectors or other outside enforcement. How convincing are each of these POSITIVE arguments to YOU ?

w2q8ba Committees would get more companies to FOLLOW government standards

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q8bb Committees would give companies more CHOICES about how standards are met

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all

9. Don't know/refused

w2q8bc

Committees would give workers more SAY in workplace decisions

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

9B. People who OPPOSE committees for workplace standards argue that they have a number of DISADVANTAGES over using government inspectors or other outside enforcement. How convincing are each of these NEGATIVE arguments to YOU ?

w2q9ba It costs MONEY to train committee members and give them time off to attend meetings

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q9bb Committee members would be LESS SKILLED and knowledgeable, even after training, than government inspectors

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

w2q9bc Committees would not enforce standards as CAREFULLY as government inspectors

1. Very convincing
2. Somewhat convincing
3. Not too convincing
4. Not convincing at all
9. Don't know/refused

10B. Suppose Congress passed a law encouraging companies to set up workplace standards committees. If it were your decision to make and everyone went along with it, what type of committee would you like Congress to encourage?

w2q10ba committees with employee members who are ELECTED by employees, or committees with members who are CHOSEN by management?

1. elected by employees
2. Chosen by management
3. makes no difference (VOLUNTEERED)
9. Don't know/refused

w2q10bb committees that are responsible for ALL types of workplace standards, or committees that are responsible for only a FEW standards?

1. Covers all standards

- w2q10bc      2. Only a few standards  
 3. makes no difference (VOLUNTEERED)  
 9. Don't know/refused  
 committees that can get advice and help from outside experts, or committees that operate on their own?  
 1. can get expert help  
 2. operate on their own
- w2q10bd      committees that have power to ENFORCE regulations directly, or committees that only give ADVICE to management about how to meet regulations?  
 1. can enforce  
 2. can give advise  
 3. makes no difference (VOLUNTEERED)  
 9. Don't know/refused

#### THERE IS NO QUESTION 11B

I'd now like to ask you a few general questions about your company.

- w2q12      Would you describe your (company's/organization's) business as very successful, somewhat successful, not too successful, or not successful at all?  
 1. very successful  
 2. somewhat successful  
 3. not too successful  
 4. not successful at all  
 9. Don't know/refused
- w2q13      Over the past five years or so, has the number of employees at your (company/organization) increased, decreased, or stayed about the same?  
 1. increased  
 2. decreased  
 3. about the same  
 9. Don't know/refused
- w2q14      (IF Q.13 = 1 OR 2) Has the number of employees (increased/decreased) a lot, or only a little, over the past five years?  
 1. a lot  
 2. a little  
 9. Don't know/refused
- w2q15      Over the past five years or so, has your (company/organization) made any changes

in its structure or the way it operates so that a lot of employees had to take on new jobs or tasks in the company?

1. yes
2. no
9. Don't know/refused

ROTATE Q.16A AND Q.16B

16A. If you were to rate the performance of management in your company on a scale similar to school grades  $\bar{O}$  A for excellent, B for good, C for Fair, D for Poor and F for failure  $\bar{O}$  what grade would you give MANAGEMENT in the following areas? (ROTATE ITEMS)

w2q16aa Overall company leadership

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q16ab Concern for employees

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q16ac Giving fair pay increases and benefits

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q16ad Understanding and knowledge of the business

1. A
2. B
3. C
4. D
5. F

9. Don't know/refused

w2q16ae Willingness to share power and authority

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

16B. If you were to rate the performance of employees in your company on a scale similar to school grades  $\bar{O}$  A for excellent, B for good, C for Fair, D for Poor and F for failure  $\bar{O}$  what grade would you give EMPLOYEES in the following areas? (ROTATE ITEMS)

w2q16ba Willingness to work hard

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q16bb Concern for the success of the company

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q16bc Willingness to take on new responsibilities

1. A
2. B
3. C
4. D
5. F
9. Don't know/refused

w2q17. If there was some company policy that you SPOKE UP AGAINST in your (company/organization), how would that affect your chances for advancement in the (company/organization)? Would it HELP you or HURT you in getting ahead?

1. help
2. hurt
3. no effect one way or the other (VOLUNTEERED)
4. it depends (VOLUNTEERED)
9. Don't know/refused

- w2q18 (ASK IF Q.17 = 1 OR 2) Would it (help/hurt) your chances of advancement a lot, or only a little?
1. lot
  2. little
  9. Don't know/refused

THERE ARE NO QUESTIONS 19 AND 20

IF W1.Q.24 = 2 OR 9, GO TO Q.29

- w2q21 (IF W1.Q.24 = 1) Last time we spoke you said you were part of an employee involvement program at your (company/ organization), either a work team, a quality program, or something else like that. Is this correct?
1. yes
  2. no - GO TO Q29
  9. Don't know/refused - GO TO Q29

- w2q22 We'd like to know a little more about this program. First, does it use teams or committees set up for SHORT periods of time to discuss particular problems, or does it use LONG TERM teams or committees that discuss different problems over a long period of time, or does it use both?
1. short term for particular problems
  2. long term for different problems
  3. both
  4. other (specify)
  9. Don't know/refused

- w2q23. (IF Q.22 = 1 OR 3) What kinds of problems do the short-term committees discuss? (OPEN QUESTION. PROBE FOR FULL RESPONSE. PROBE FOR ANY OTHER PROBLEMS)

- w2q23\_1 These are for the specific problems mentioned
- w2q23\_2
- w2q23\_3
- w2q23\_4

- w2q24 (IF Q.22 = 2 OR 3) What kinds of problems do the long-term committees

discuss? (OPEN QUESTION. PROBE FOR FULL RESPONSE. PROBE FOR ANY OTHER PROBLEMS)

- w2q24\_1 These are for the specific problems mentioned  
w2q24\_2  
w2q24\_3  
w2q24\_4
- w2q25 As part of this program, do you EVER talk about WAGES and BENEFITS, or do you ONLY talk about ways to improve productivity or quality?  
1. wages and benefits sometimes  
2. just production issues  
9. Don't know/refused
- w2q26a. (ASK IF Q.25 = 1) In order for this program to be a success, how important is it to CONTINUE talking about wages and benefits? Is it . . . (READ)  
1. very important  
2. somewhat important  
3. not too important  
4. not at all important  
9. Don't know/refused
- w2q26b. (ASK IF Q.25 = 2) Do you think this program would work better if you also talked about wages and benefits, or not?  
1. yes  
2. no  
9. Don't know/refused
- w2q26c. (ASK IF Q.26B = 1) Do you think it would work a lot better, or only a little better?  
1. a lot  
2. a little  
9. Don't know/refused
- w2q27 As far as you know, how dedicated is the upper management of your (company/organization) to continuing this kind of program-- completely dedicated, mostly dedicated, not too dedicated, or not dedicated at all?  
1. completely dedicated  
2. mostly  
3. not too dedicated  
4. not at all  
9. Don't know/refused

- w2q28. Imagine your (company/organization) was taken over tomorrow by new managers who did not want to continue the employee involvement program. If your (company/organization) got rid of these teams or committees, how would it affect you personally? Would it be very good, good, bad, or very bad for you, or wouldn't you care one way or the other?
1. Very good
  2. good
  3. bad
  4. very bad
  5. Wouldn't care one way or the other/neither good nor bad
  9. Don't know/refused

IF W1.Q.36b = 2 OR 9, GO TO Q.34

- w2q29. (IF W1.Q.36b = 1) Last time we spoke you said your company had a open door policy for groups of employees to raise issues about policies with upper management. Is this correct?
1. Yes
  2. no - GO TO Q34
  9. Don't know/refused - GO TO Q34

- w2q30. Have YOU ever used this open door policy?
1. Yes
  2. no - GO TO Q34
  9. Don't know/refused- GO TO Q34

- w2q31. In the past twelve months, about how many times have you used it?
1. not at a;;
  2. once
  3. twice
  4. three or more times
  9. Don't know/refused

32. The LAST TIME you used the open door policy, what kind of problem did you discuss with management? (DO NOT READ. RECORD ALL MENTIONS.)

w2q32\_1, w2q32\_2, w2q32\_3, w2q32\_4, w2q32-5

1. wages
2. benefits
3. working conditions
4. problem with supervisor
5. problem with co-worker
6. production/procedures/operations

- 7. Other (specify)
- 9. Don't know/refused

- w2q33. (IF NOT "DON'T KNOW" IN Q.32) How effective was your use of the open door policy in dealing with this problem ?
- 1. very effective
  - 2. somewhat effective
  - 3. not too effective
  - 4. not effective at all
  - 9. Don't know/refused

ASK Q.34 AND Q.35 ONLY IF W1.Q.22A OR W1.Q.22B = 1, OTHERWISE GO TO Q.36

- w2q34. (IF W1.Q.22A OR W1.Q.22B = 1) When we interviewed you last time, you told us you thought your firm would be stronger or better if MORE decisions were made by employees instead of by managers. Is this MAINLY because you think . . . (READ; ROTATE FIRST TWO OPTIONS)

- 1. Employees have better IDEAS about how to make improvements (OR)
- 2. Employees will work HARDER if they have more say over their jobs (OR)
- 3. Or, is it some other reason? (SPECIFY)
- 4. Denies earlier answer (DO NOT READ)
- 9. Don't know (DO NOT READ)

- w2q35 (IF W1.Q.22A OR W1.Q.22B = 1) Why do you think your (company's/organization's) management does not let employees make MORE workplace decisions themselves? Is this MAINLY because you think . . . (READ; ROTATE FIRST TWO OPTIONS)

- 1. Management doesn't want to give up power (OR)
- 2. Management doesn't think employees are able to make good decisions (OR)
- 3. Or, is it some other reason? (SPECIFY)
- 9.No mentions/Don't know

36.On a different subject, I want to ask how you prefer to deal with any complaints you might have about something at work. For each of the following problems, please tell me whether you would prefer to deal directly with management YOURSELF, or prefer to have a GROUP of your fellow employees HELP you deal with management? (ROTATE ITEMS) First, if YOU had a problem with (ITEM) – would you prefer to deal with management yourself, or with a group of fellow employees?

- w2q36a. Sexual Harassment

1. Deal directly  
2. Have help of fellow employees  
9. Don't know/refused
- w2q36b. Workplace health and safety  
1. Deal directly  
2. Have help of fellow employees  
9. Don't know/refused
- w2q36c. Training  
1. Deal directly  
2. Have help of fellow employees  
9. Don't know/refused
- w2q36d. The (company's organization's) benefits  
1. Deal directly  
2. Have help of fellow employees  
9. Don't know/refused
- w2q36e. Unfair treatment by a supervisor  
1. Deal directly  
2. Have help of fellow employees  
9. Don't know/refused
- w2q37. Now I have a few questions about UNIONS. In your opinion, what is the MOST important thing that unions do for their members? Is it that they get members . . . (READ; ROTATE FIRST 3 CATEGORIES)  
1. More respect and fair treatment on the job (OR)  
2. More say in workplace decisions (OR)  
3. Better pay and working conditions (OR)  
4. Or, is it something else? (SPECIFY)  
5. Unions don't do anything for members (VOLUNTEERED. DO NOT READ)  
9. Don't know (DO NOT READ)
- w2q38. (ASK IF Q.37 = 1, 2, 3, OR 4) And what is the SECOND most important thing unions do for their members? (READ CATEGORIES IF NECESSARY, DROP CATEGORY SELECTED IN Q.37)  
1. More respect and fair treatment on the job (OR)  
2. More say in workplace decisions (OR)  
3. Better pay and working conditions (OR)  
4. Or, is it something else? (SPECIFY)  
5. Unions don't do anything else for members (VOLUNTEERED. DO NOT READ)

9. Don't know (DO NOT READ)

- w2q39. (ASK ONLY IF W1.Q42 = 2) When we interviewed you last time, you told us a majority of employees at your (company/organization) would vote AGAINST a union if an election were held at your (company/ organization) today. What is the MAIN reason you think they feel this way? Is it because . . . ? (READ; ROTATE FIRST 4 CATEGORIES)
1. They prefer to take care of workplace problems best on THEIR OWN (OR)
  2. They don't like the way unions OPERATE (OR)
  3. Having a union would create too much TENSION in the (company/organization) (OR)
  4. Unions are too WEAK to help workers (OR)
  5. Or, is it some other reason? (SPECIFY)
  6. Denies earlier answer (DO NOT READ)
  9. Don't know (DO NOT READ)
- w2q40. (ASK ONLY IF W1.Q42 = 1) When we interviewed you last time, you told us a majority of employees at your (company/organization) would vote FOR a union if an election were held at your (company/ organization) today. Why do you think there is no union coverage now for employees like you at your (company/ organization)? Is it MAINLY because . . . (READ; ROTATE FIRST 2 CATEGORIES)
1. Management opposes unions (OR)
  2. No union is interested in organizing employees like you (OR)
  3. Or, is it some other reason? (SPECIFY)
  5. Denies earlier answer (DO NOT READ)
  9. Don't know (DO NOT READ)
- w2q40a. (ASK ONLY IF W1.Q36d = 2 OR 9) As far as you know, have any employees at your (company/organization) ever talked about forming a union?
1. Yes
  2. no
  9. Don't know/refused
41. Thinking now about any kind of employee organization, not just unions, where employees and management discuss workplace issues together, how would YOU like it to work? If it was your decision alone to make, and everybody went along with it, would you prefer (INSERT ITEM. ROTATE.) . . . Would you prefer (NEXT ITEM)
- w2q41a an organization where EITHER management or employees can raise problems for discussion at meetings, or one where MANAGEMENT decides the problems that should be discussed?
1. either can raise problems for discussion

2. management decides what should be discussed
3. Do not want ANY kind of employee organization  
(VOLUNTEERED) GO TO Q42
9. Don't know/refused

w2q41b an organization where the employees in the group sometimes meet ON THEIR OWN to discuss workplace problems before meeting with management, or one where all the meetings are held with employees and management TOGETHER? 1. Employees meet on their own

2. employees meet together with management
3. Do not want ANY kind of employee organization  
(VOLUNTEERED) GO TO Q42
9. Don't know/refused

w2q41c an organization where MANAGEMENT makes the final decisions about issues or one where employees and management have to AGREE on decisions?

1. management makes final decision
2. employees and management have to agree
3. Do not want ANY kind of employee organization  
(VOLUNTEERED) GO TO Q42
9. Don't know/refused

w2q42. Many employees told us they want management to COOPERATE with them in discussing workplace issues. What do you think EMPLOYEES get when management is cooperative? Do they MAINLY get . . . (READ AND ROTATE)

1. a chance to GIVE their opinions and ideas (OR)
2. some POWER to influence company decisions (OR)?
9. Don't know/refused

w2q43. If a company always LISTENS to what employees have to say, but doesn't FOLLOW their advice, is management being cooperative or uncooperative in dealing with employees?

1. cooperative
2. uncooperative
9. Don't know/refused

THERE ARE NO QUESTIONS 44 AND 45

w2q46. In general, what do you think American workers MOST need? Is it . . . (READ; ROTATE FIRST 3 CATEGORIES)

1. More power to MAKE DECISIONS about how their companies operate (OR)
2. More opportunities to give ADVICE to management about how to improve their companies (OR)
3. Better pay and benefits, (OR)
4. Or, is it something else (SPECIFY)
9. Don't know/refused

w2q47. (ASK IF Q.46 = 1, 2, 3, OR 4) And, what is the SECOND most important thing you think American workers need? (RE-READ CATEGORIES IF NECESSARY, USING SAME ROTATION AS Q.46 AND DROPPING CATEGORY 1, 2, OR 3 IF SELECTED FOR Q.46)

1. More power to MAKE DECISIONS about how their companies operate (OR)
2. More opportunities to give ADVICE to management about how to improve their companies (OR)
3. Better pay and benefits, (OR)
4. Or, is it something else (SPECIFY)
9. Don't know

(THANK ALL) That's the last question I have. Thank you so much for being a part of this survey. We really appreciate the time you took to look over the material we sent and answer these additional questions.

(IF RESPONDENT WANTS MORE INFORMATION) Princeton Survey Research is conducting this survey for researchers at Harvard University and the University of Wisconsin. They are going to share the results with the Dunlop Commission ? a national commission set up to study labor-management relations in the U.S. and to make recommendations to Congress about changing the labor laws. You'll probably see some mention of the survey's results in newspapers or on television sometime early in December.