

Intomart

Intomart B.V.

Noordse Bosje 13-15

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1994 - 41396

Hilversum, summer 1994

Questionnaire labor market and personnel management in Holland.

An inquiry into labor participation of companies, organizations and employees.

Ordered by Leiden University, Faculty of Law, department of Economics and the Centre for Economic Research on Retirement and Aging (CERRA), conducted by Intomart in Hilversum.

A few preparatory remarks:

- Questionnaire preferably to be filled in by Head of Personnel or Head of General Affairs.
- The questionnaire consists of two parts:
 - * a general part in which questions on background information will be asked along with other information to categorize companies / organizations in order to be able to compare them and to establish a framework.
 - * A part specifically on personnel management of the company.
- Most questions are easy to fill in.
Usually putting a tick in the box of the answer of your choice suffices.
- We would like to assure you - perhaps unnecessarily - that a third party will never be allowed access to your individual data. We are held to do so by the Persons Registration Act and several codes of conduct in market research in Holland and on a European level. The results of this inquiry will be processed completely anonymously.
- As part of this research project of Leiden University (ex)-employees have been interviewed. This group has provided us with names and addresses of a large number of

companies and organizations, and yours was one of them. From this large number of addresses a sample has been made and your company / organization is part of that sample.

- To be able to compare data from groups or categories of companies and organizations on an authorized level, it is important to establish a few characteristics of those companies and organizations. Of importance is, among other things, the location. The zip code is indispensable in this respect. It is also of importance to know what the main activity of a company or organization is. The Standard Classification for Companies is used for this purpose.

- To be able to inform you of the results of this inquiry it is necessary to leave the address sticker attached to the questionnaire. When the inquiry has been finished you will receive a report on the results.

- If you have any questions relating to the inquiry and / or questionnaire, do not hesitate to contact Intomart in Hilversum, phone number: 035-258411 and ask for Mr André Koks. You can also contact Leiden University, phone number: 071- 277658 and ask for Dr Gerbert Hebbink or Dr Maarten Lindeboom.

- Please check address below and complete / correct data if necessary.

(Please fill in)

Position interviewee: ... male / female

Age: ... years old

NB

The questions for companies and organizations are not always the same. If you follow the instructions carefully, you will answer all questions relevant in your case.

1. General part: background information

1a. What was the year in which your company / organization was founded; so in which year did it start?

(- not the year in which it got its present legal form;

- in case of a merger: date foundation of the oldest merging partner;

- in case of a subsidiary: date foundation subsidiary)
year foundation:

1b. What is the main activity of your company / organization?
description:

1c. What is the status of your company / organization?
wholly independent and autonomous
in whole or in part a subsidiary of a Dutch company / organization
in whole or in part a subsidiary of a foreign company / organization
other status, to wit:

The questions in this questionnaire are only about this branch. Also if your company / organization is not part of larger whole, it will be referred to as "this branch".

1d. This branch is:
a company
for purpose of gain (go to question 2a)
a company
without purpose of gain (go to question 5)

2. Turnover

2a. In 1993 this branch had a turnover (all taxes deducted) of:
less than \$ 100,000
from \$ 100,000 to \$ 500,000
from \$ 500,000 to \$ 750,000
from \$ 750,000 to one million dollars
from \$ 1 million to \$ 2.5 million
from \$ 2.5 million to \$ 5 million
from \$ 5 million to \$ 7.5 million
from \$ 7.5 million to \$ 10 million
\$ 10 million and more, to wit:
\$

2b. Do you expect the 1994 turnover (all taxes deducted) in relation to that of 1993 to have

dropped

with: ... %

remained the same

increased

with: ... %

3. Operating results

3a. What were the operating results in 1993? Were they:

positive

negative

3b. What are your expectations as to the operating results of 1994? Will they have:

improved

remained the same

declined

4. Investments

4a. Is this branch planning to effect investments in 1994?

yes, only replacement investments

yes, replacement and expansion investments

yes, only expansion investments

no, no investments

5. Number and position of employees

5a. How many persons were employed on a permanent basis on 1st January 1994?

number of people employed on a permanent basis on 1st January 1994

of which:

... males

... females

5b. How many of the total number of people employed on a permanent basis does not work fulltime?

number of persons

- 5c. How many of the total number of people employed on a permanent basis in this branch on 1st January 1994 are in the following age groups? I.e. we would like a division of the total number of people written down for question 5a.
- number of persons
 - through 29 years old
 - 30 through 39 years old
 - 40 through 49 years old
 - 50 through 59 years old
 - 60 years old and over
- 5d. What was the level of education (highest category of education) of the total number of people working on a permanent basis in this branch?
- number
 - Scientific education (University)
 - Higher vocational education
 - Intermediate vocational education
 - Intermediate general education
 - Lower general education
 - Lower vocational education
 - Elementary education
 - do not know
- 5e. How many of the total number of people have had an additional training course, especially geared to the company / organization, (both in-company training courses and training courses elsewhere)?
- number
 - additional vocational training
- 5f. If you set the figure for the total number of people employed on a permanent basis on 1st January 1994 on 100, which figure would go with 1992 and which figure would you expect for 1996?
- number of employees in 1992
 - number of employees in 1994 100
 - number of employees in 1996

5g. Are requirements of employees relating to knowledge and skills adapted regularly in this branch?

yes, very often

yes, often

yes, sometimes

no

5h. Which of the following measures does a play a role in that respect?

yes

no

extra (vocational) training

(complete) retraining

transfer of personnel

replacement of personnel

dismissal of personnel

other, to wit:

6. Labor costs

In case of company:

6a. Could you indicate how many percent of the turnover of this branch are labor costs?

total labor costs ... % of turnover

In case of organization:

6b. Could you indicate how many percent of the resources available or the budget of this branch of your organization are labor costs?

total labor costs ... % of the available budget

7. Collective labor agreement

7a. Is there a collective labor agreement for all employees of this branch?

yes, for all employees

yes, for part of the employees

no

do not know

7b. If so, which collective labor agreement?

Name:

Number:

8. Labor market and personnel management: intake of employees

8a. How many vacancies were there in this branch in 1993?

not a single vacancy (go to question 9)

number of vacancies

8b. What is the total number of applicants that have answered (both in writing and by phoning) the advertisements for these vacancies?

total number of applicants:

8c. Could you make an estimate of the number of applicants of 50 and over?

number of applicants of 50 and over

8d. How many of the 1993 vacancies have been filled by external applicants, how many have been filled by internal applicants, and how many have not been filled yet?

1993 vacancies:

filled by external applicants

filled by internal applicants

not filled yet

8e. How many of the newly hired employees are 50 and over?

number of employees of 50 and over

of whom internally transferred

9. Labor market and personnel management: employees leaving the company

9a. How many employees left this branch in 1993?

no employee (go to question 10)

number of persons that left

9b. Could you make an estimate how many of the people that left were 50 and over?

number of people of 50 and over that left

- 9c. How many people left in the following ways in 1993? Please indicate that for the group through 49 and of 50 and over.
- number of people who left in 1993
- through 49
- 50 and over
- resignation
- dismissal, followed by reduced pay
- on early retirement
- flexible pension scheme
- retirement
- transfer
- reorganization
- incapacitated to work
- other, to wit:
10. We would like to make a distinction between white and blue collar workers in the following questions. It is likely that only companies can make this distinction clearly, but we would also like organizations to fill in these questions the best they can.
- 10a. Could you indicate whether the following working conditions can be found for white and blue collar workers in this branch? Could you also make a division between highly and less highly educated workers?
- white collar
- blue collar
- highly educated
- less highly educated
- highly educated
- less highly educated
- can be found
- cannot be found
- can be found
- cannot be found
- can be found
- cannot be found
- can be found

cannot be found

Working conditions:

dirty, dangerous and physically exerting labor

work that could cause stress

work in which exertion is (easily) measurable

work in which production is (easily) measurable

work for which it is impossible to decide own pace

- 10b. Could you also indicate whether you agree or disagree with the following issues concerning white and blue collar work in this branch. Again we would like a distinction between highly and less highly educated people.

white collar

blue collar

highly educated

less highly educated

highly educated

less highly educated

agree

disagree

agree

disagree

agree

disagree

agree

disagree

Employees of 50 and over are just as capable of doing this kind of work as younger employees

The level of absenteeism due to sickness of older people is higher than that for younger people in this kind of work

Physically handicapped employees are able to do this kind of work

Adaptations are necessary for employees who are in poor health in this kind of work

Adaptations are necessary for older employees doing this kind of work

Older employees are less cost-effective in this kind of work

Characteristics such as authority and experience in life are important in this kind of work

Experience of older employees is important in this kind of work

Vacancies are not easily filled in this kind of work

The following questions are about the professional category most people of 50 and over in this branch belong to.

10c. Are there employees in this branch who are 50 and over?

yes (go to question 10e)

no (go to question 10d)

10d. Which of the following professional categories do most people in this branch belong to, in other words, which professional category occurs most frequently?

(Only one answer possible; circle code in table below, below question 10d, and then continue with question 10h)

10e. Which of the following professional categories do most people of 50 and over in this branch belong to?

(Only one answer possible; circle code in table below, below question 10e)

Question 10d

Question 10e

Question 10f

Question 10g

most people

most people of 50 and over

number of people of 50 and over

number of executives

Professions to do with agriculture

Professions to do with industrial production

Craftsmen

Machine operators

Professions to do with building and road construction

Professions to do with distribution, storage and transport

Professions to do with health care

Professions to do with education

Professions to do with technology

Professions to do with administration

Professions to do with services

Professions to do with commerce

Professions to do with management

Scientific professions

Other professions, to do with:

- 10f. How many people of 50 and over are in the professional category you chose?
(Please write down your answer in table above, below question 10f)
- 10g. How many of these people of 50 and over are executives?
(Please write down your answer in table above, below question 10g)
- 10h. How would you define the professional category you chose? Does it concern special positions or professions?
definition:
- 10i. What sort of preliminary training is required for applicants to be eligible for this function?
We are referring to the function described in question 10h.
Scientific education (University)
Higher vocational education
Intermediate vocational education
Intermediate general education
Lower general education
Lower vocational education
Elementary education
do not know
other, to wit:
- 10j. What are the average gross monthly wages of an average fulltime employee in this function?
(question 10h)
\$... gross per month

- 10k. And what are the maximum and what are the minimum gross monthly wages of an average fulltime employee in this function? (question 10h)
 \$... maximum gross monthly wages
 \$... minimum gross monthly wages
- 10l. Is part of the wages in this function based on a system of merit rating?
 yes
 no (go to question 10o)
- 10m. What is the form of payment by results in this function? Is that:
 bonus on productivity (e.g. piece wages)
 bonus after personal assessment by immediate superior
 bonus after achievements / assessment of the whole team
 bonus on account of:
- 10n. Could you indicate how many percent of the average gross annual wages are payment by results in this function? (see question 10h)
 ... %
- 10o. Could you indicate to what extent you agree or disagree with the following postulates about employees in this function? Circle 1 if you fully agree with the postulate. Circle 5 if you totally disagree with the postulate. You can also circle 3, 4 and 5.
 fully agree
 agree
 nor agree / nor disagree
 disagree
 totally disagree
 do not know
 A beginning employee costs approx. what he / she produces in this function
 A beginning employee costs more than what he / she produces in this function
 A beginning employee costs less than what he / she produces in this function
 An older employee costs approx. what he / she produces in this function
 An older employee costs more than what he / she produces in this function
 An older employee costs less than what he / she produces in this function

- 10p. What is the average training period of a new employee in this function (see question 10h)?
... weeks
- 10q. After how many years of experience is the production of an employee in this function at its optimum?
... years of experience
- 10r. After how many years of experience does the productivity of an employee in this function begin to slacken?
... years of experience
- 10s. What is the average age of employees in this function to stop working?
... years old
- 10t. At what age is an average employee physically incapable of functioning adequately in this function?
... years old

Question 11 is specifically about older employees in this branch.

11. Older employees (of 50 and over)
- 11a. Pension schemes
Are employees in this branch entitled to a (company) pension?
yes
no (go to question 11c)
- 11b. How many percent of the last gross wages does that pension constitute an addition to?
... %
- 11c. Does this branch have an early retirement scheme?
yes
no (go to question 11g)
- 11d. What are the conditions of this early retirement scheme?

one has to be at least ... years old

one has to have worked here for at least ... years

11e. What percentage of his / her last gross wages does an employee receive when he / she is on early retirement?

... %

11f. What is the average age one makes use of the early retirement scheme in this branch?

... years old

11g. Does this branch have a flexible retirement scheme, i.e. a scheme in which the employee can decide for himself / herself when he / she wants to make use of these pension rights?

yes

no

11h. Does this branch have a pre-early retirement scheme, i.e. a system of supplementary benefits as an addition to unemployment benefits?

yes

no (go to question 11k)

11i. What percentage of his / her last gross wages does an employee receive when he makes use of the pre-early retirement scheme?

... %

11j. What is the minimum age to make use of this pre-early retirement scheme in this branch?

... years old

11k. Does this branch have a scheme for older employees that gives them an addition to their disablement insurance benefits?

yes

no (go to question 14n)

11l. What percentage of his / her last gross wages does an older employee receive via this additional scheme?

... %

11m. How long does this branch provide an addition to disablement insurance benefits?

maximum period

maximum age

11n. What is the average age an older employee stops working in this branch?

... years old

12. Working Conditions

12a. Does your branch have one or more of the following special programs to keep employees on?

yes

no

adaptation of working hours

introduction of part-time work

social work or care of the elderly

special facilities (elevator, apparatuses, etc.)

more breaks

assistance with certain tasks

extra days off

less pressure to perform

transfer to other function

(re)training

other measures, to wit:

13. Absenteeism due to sickness

Definition of absenteeism due to sickness:

number of sick days in 1993 (excluding maternity leave)

$\times 100\% + \dots \%$

$220 \times \text{number of employees in 1993}$

(= number of working days per employee) (in fulltime units)

13a. How high / low was the percentage of absenteeism due to sickness in 1993 for all employees taken together?

less than 3%

3% to 5%

5% to 7%

7% or more

do not know

Thank you for your cooperation and for answering these questions. If you have any comments on this questionnaire, you can write them down below.

Please return this questionnaire in enclosed reply-paid envelope to:

Intomart bv

Postbus 1004

1201 DA Hilversum