

Questions for homeworkers in developed economies

This questionnaire could be used to gather information from homeworkers about their conditions of employment. It was designed by a UK non-governmental organisation (NGO) for use with homeworkers in a developed economy where there might be more formal homeworker systems and where workers' awareness of conditions and rights may be greater. The questions can be used with groups of homeworkers or in one-to-one interviews. (See www.ethicaltrade.org/in-action/projects/homeworkers-project/guidelines for an example of a questionnaire that could be used for homeworkers in developing economies.)

Questions	Prompts	Information given
How did you hear about the job?		
What information were you given when you started working?	Induction • contract • terms of engagement • company policies • complaints procedure	
Where do you get information about your rights?	Personnel officer • unions • information pack	
How do you raise an issue bothering you?	Complaints procedure • union/works	
Have you heard of any homeworkers who have complained to the company? What happened to them as a result?	Did they get any further work?	
Are you consulted/informed about decisions which affect you? How well does this work?		
What does your job involve?	Include delivery, collection, task	
Are you provided with the tools you need for the job? Who pays for them?	For example: scissors, paper	
What training do you receive?	Examples, concerns?	
How is your rate of pay established?		
How do you find the pay rate, is it fair?	Comparison with other employers? Cost of living?	
Always paid on time?	Paid in full?	
Is the work regular? How many hours a week?		
How do you find out when work is coming?	Advance warning?	
How often do you receive work?		
Do you get any payments other than for the product?	Holiday/sick pay. Easy to claim?	
What paperwork do you receive?	Pay slips • delivery notes • collection note	
How do you get to know other homeworkers?	Social events	
Any cases of alleged harassment or bullying?	Examples? How managed?	
How does working here compare with other places?	Recommend to others?	
Do you feel part of the company?		
What are the good things and what are the bad things about homeworking?		
What would you improve if you could?		
Any changes coming up?	Production • employment?	
Any questions for us?		