

SCOPE

Workers surveys

Introduction to the FLA's workers' surveys





The SCOPE Workers' survey is the FLA tool used for worker surveys.

It gives the workers' perspective on a specific compliance issue.

For example it can tell us, from the workers' perspective, whether a factory has a functioning grievance procedure or if the factory is integrating workers in their decision making process.

SCOPEs are multiple-choice questionnaires that include different factors that contribute a comprehensive picture of the investigated issue. These factors are similar to those measured in the the FLA's Management Self-Assessment tool

- policy
- procedure
- workers integration
- implementation
- communication
- training
- satisfaction
- awareness
- depending on the issue, other relevant factors are included in the SCOPE



1. Policy on grievances & complaints in your factory:

1.1 Do you know if your company has a written policy or procedure on how they handle grievances and or complaints?

☐ Yes, there is.
☐ I don't know
☐ No, there isn't

1.2 If yes, does the factory's policy and procedure state that all workers have the right to file grievances or complaints?

☐ Yes, it does
☐ I don't know
☐ No, it doesn't

1.3 Do you know if your factory has adopted a code of conduct that refers to labor/social standards that have to be respected in your factory?

☐ Yes, I am aware of a code of conduct adopted by our factory.
☐ I don't know
☐ No, I know that there is no code.

1.4 Do you know if the code of conduct contains certain workers' rights?

☐ Yes, I know that workers' rights are mentioned in the code of conduct
☐ I don't know
☐ I don't think that workers' rights are mentioned in the code of conduct

2. Grievance procedure

2.1 Below a list of possible regulations that one can find in policies and procedures on grievance and complaints. Please select those of which you think they are part of your factory's policy or procedure.

(Multiple answers possible)

complaint / grievance handled confidentially.
☐ Workers receive responses to grievances raised.

2.2 Do you know if your factory's procedure indicates clearly who you should talk to if you want to file a grievance or complaint?

☐ Yes, it does.
☐ I don't know about that
☐ No, it doesn't.

2.3 Do you know if your factory's procedure says anything about the timelines within which the complaint / grievances should be handled?

☐ Yes, it does.
☐ I don't know about that
☐ No, it doesn't.

2.4 Do you know the different grievance channels in your factory?

☐ Yes, I know some of them or all
☐ No I don't know any of them.

2.5 Do you know who's involved in each step?

☐ Yes, I know some of them or all
☐ No, I don't know any of them.

2.6 Do you know time limits for each step?

☐ Yes, I know some of them or all
☐ No, I don't know any of them.

1

How is the SCOPE survey organized?

It is the FLA's goal to get reliable data from the SCOPE survey. In order to ensure the quality of each survey the FLA has a standardized process on how the SCOPE questionnaires should be used..



First, an accredited service provider, chosen by the FLA, will contact the factory to discuss the set-up of the SCOPE survey.

The service provider will ask for a complete and up-to-date list of all workers, which indicate

- the workers names,
- sex,
- department
- and eventually his/her hometown.

In case your workforce is defined through other important differences should also be included in a workers list. This can include differences such as half of the workforce living in factory dorms and half of the workforce living outside the factory.

	A	B	C	D	E	F
2	NAMES	SEX	AGE	HOMETOWN	DEPARTMENT	STARTED WORK ON:
3	Abbot, Percy	MALE	35	wadsworth	knitting	15.03.1997
4	Arrol, Campbell	MALE	38	wellison	cutting	23.05.1994
5	Atchison, Sam	MALE	32	solon	cutting	25.11.2002
6	Beattie, George	MALE	45	springfield	packing	06.06.1996
7	Baxter, Barbara	FEMALE	29	riverside	knitting	08.12.2004
8	Betty, Tom	MALE	49	saalem	cutting	30.10.1989
9	Boyd, Lizzie	FEMALE	33	ritman	packing	12.11.2000
10	Burns, Joe	MALE	23	dayton	packing	30.03.2005
11	Cameron, Dick	MALE	46	clayton	packing	09.09.1999
12	Carroll, May	FEMALE	32	akron	cutting	17.07.2003
13	Carroll, Frances	FEMALE	35	streetsboro	cutting	18.09.2005
14	Cavanagh, Cha	MALE	26	mogadore	knitting	19.02.2006
15	Olland, Willie	MALE	21	bedford	packing	23.05.2007
16	Coles, Lily	FEMALE	27	elyria	knitting	21.12.2001
17	Cook, Mary	FEMALE	31	dublin	knitting	31.06.2004
18	Davis, Annie	FEMALE	30	milan	cutting	12.12.2002
19	Dennison, Harry	MALE	22	toledo	knitting	15.07.2006
20	Doak, John	MALE	43	findlay	packing	22.02.1994
21	Elliott, Mrs. Tom* (Elen)	FEMALE	45	euclid	knitting	24.04.2000
22	Falkner, Laura*	FEMALE	27	wadsworth	cutting	05.05.2005
23	Fawcett, James	MALE	55	kent	cutting	12.03.1991
24	Givan, Alex	MALE	48	london	knitting	29.10.1993
25	Hodgins, Polly	FEMALE	32	louisville	knitting	04.04.2004
26	Humphries, Robert (Bob)	MALE	59	bedford	packing	26.05.1998
27	Jackson, Jack	MALE	33	marshallville	cutting	16.06.1999
28	Knox, Mary	FEMALE	37	mentor	packing	21.01.2004
29	Little, Jack	MALE	24	elyria	packing	23.02.2004
30	Loftus, Florrie	FEMALE	30	norwood	cutting	19.09.2000
31	McDougal, Ella	FEMALE	20	oberlin	cutting	26.07.2005
32	Matthews, Charlie	MALE	19	parma	cutting	12.10.2005
33	Roe, Alice	FEMALE	22	ravenna	knitting	23.04.2006
34	Rooney, Bessie	FEMALE	54	tallmadge	packing	14.05.1995
35	Walker, Alec	MALE	48	ritman	packing	16.08.1996



2

Based on this information, the service provider will calculate a representative sample. Representative means that the results you get from questioning a group of workers reflect the opinion of the whole workforce. The service provider will use scientific standards in order to ensure an acceptable level of representation.



We speak of a good sample if the results represent the actual situation/ opinion of all workers in the factory. Unless we ask every worker in the factory, there will always be a certain range of uncertainty and error.

The goal is to keep both the uncertainty and the error range as low as possible. The latter is primarily related to the sample size, and only secondarily to the actual population the sample represents.

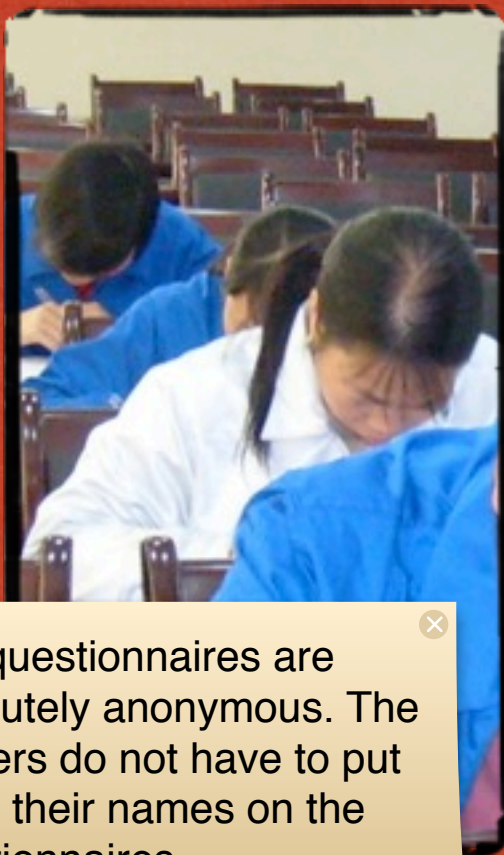
The table on the right shows some examples of the quality that can be achieved with different sample sizes.

	sample size*		
Size of population (total workforce)	Good (error range +/- 5%)	O.K. (error range +/- 7%)	minimum (error range +/- 10%)
< 500 workers	217	141	81
1 000 workers	278	164	85
1 500 workers	306	173	90
2 000 workers	322	179	92
5 000 workers	357	189	94
10'000 workers	370	192	95
>20'000 workers	377	194	96

*The table above is calculated on the assumption of a confidence level of 95%¹. This means that there is a 95% chances of the result falling within the error range (confidence interval).



3 Once the sample size is decided upon, the service provider will ask the factory for a suitable date and time when the survey can take place. About 2 days in advance the factory will receive the list with the names of the workers who have been randomly chosen to take part in the survey.



The questionnaires are absolutely anonymous. The workers do not have to put down their names on the questionnaires.

4 On the day of the survey the service provider will divide the chosen workers into groups of around 20 to max 50 workers. The workers will meet in the factory's training facilities or canteens where each worker will answer a questionnaire. To make sure that all workers fully understand the questions and the answers, the service provider will read the questionnaire out loud and give explanations where necessary. Since all the questions are multiple choice questions so there is no need for any writing from the workers.



5

The Service provider will then conduct a standardized analysis of the data gathered in the questionnaires.

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After a maximum of 2 weeks, the manager will receive a report on the survey that will contain written and graphical data that display what the workers think in regards to the specific issue.

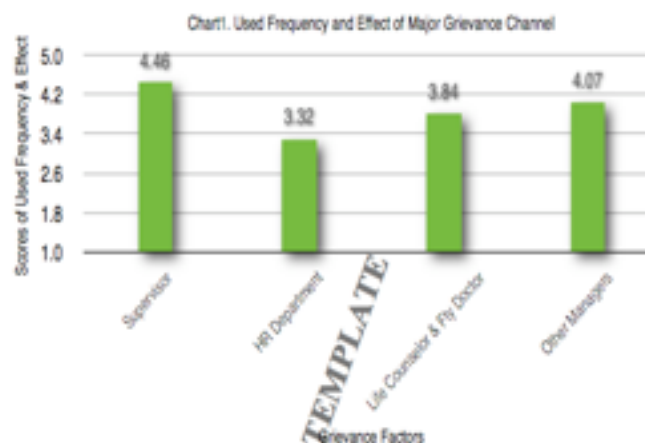
General Situation of Investigation

Consultancy, accredited SP for the FLA, conducted a survey on "grievance procedure" in relation to FLA 3.0 in YY. The factory has a workforce of 2455. From these 114 workers were selected a stratified random sample which took into account the variables of "length of service", all 114 questionnaires were judged at the structure of the sample, we can see that a majority has Junior High School level education, grew up on the countryside and is between 20 and 30 years old. About half of them are from the city. (Table1)

Table1. Basic Characters of Interviewees

Character Styles	%	Character Styles
Hometown		
Village	38	
Town	62	
City	0	
Metropolis	0	
Children		
No	9.9	
Yes	73.9	
Age		
Younger than 20	9.9	
20 to 24	6.3	
25 to 29	72.6	

The report will show in what areas the workers are fully satisfied, and where they feel the factory could do better.



5. Grievance Issues:

Looking at the different issues workers complaint about, we see that the canteen and conflicts with colleagues are the most common. The ranking of issues is displayed in the table below. It is important to note that, although we have categorized the issues into work related and work unrelated issue, it is often raised. Workers strongly care about their daily work. (Table 2)

Table 2. Order List of Work-Related Issues

Position	Grievance Issues	Position	Grievance Issues
1	Canteen	4	Conflict with Supervisor
2	Conflict with Fellows	5	Leave/Holiday
3	Salary/Welfare, Discontent about Operating post, Dormitory, Personal matters	6	Hours of Work
		7	Others
		8	Contract, Discontent about Factory Regulations & Rules, Social Insurance

In addition, the report will contain a commented comparison between the Managements Self-Evaluation and the workers' survey.



- Higher proportion of complaints to supervisor and managers signifies the necessity of training for managers and supervisors on how to handle complaints, and, at the same time the factory needs to build or improve the specialized grievance channels.
- Documentation, and communication on grievances need to be improved. The results also indicate that group activities and educational offers are a worthwhile investment to enhance workers' trust in factory procedures.

factory has an existing communication and most of workers know about it. grievance channels, which reflects the factory is able and credible to workers.

If you are already in a FLA project that requires the SCOPE, a FLA service provider will contact you soon in order to get the SCOPE survey started.



If you wish to organize a SCOPE survey in your factory, but you are not enrolled in a FLA project for now, please contact us at the following address assessmentportal@fairlabor.org and we will help you get the process started.