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on Measurement of the Quality of Employment
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Measures of employer-employee dialogue

Supporting paper submitted by the Department of Trade and Industry of the United Kingdom¹

Summary

There is a broad variety of ways in which employers communicate with their workforce. There has often been a tendency for statistics to measure the more formal, overt - and sometimes conflictual - elements of that dialogue, such as collective bargaining, trade unions and industrial disputes. However, the data collected from a series of major British surveys - the Workplace Employee Relations Survey series - is able to provide quantitative data on a much broader range of communications practices, including formal consultation committees and direct forms of communication such as team briefings or newsletters. Any assessment of the extent of dialogue and communication within the workplace needs to take account of the entire set of mechanisms.

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