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March 1985

THE RESULTS OF A SURVEY OF BUSINESS TRAVEL POLICIES IN GREATER LONDON AND NORTH EAST ENGLAND

A.S. Fowkes and P. Marks

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Abstract

Fowkes, A.S. and Marks, P. (1985). The Results of a Survey of Business Travel Policies in Greater London and North East England.

This report sets out the initial results of a telephone survey, of 311 organisations, which gathered data on these organisations' travel policies, with particular reference to how these policies affect mode choice decisions for long distance (i.e greater the 50 miles one way) business trips. This survey is one of three carried out by ITS as part of an SERC funded project to investigate Business Travel.

The reported results show there are systematic differences between the travel policies of large and small, and private and public sector organisations. Public and large organisations are more likely to have formal travel policies, and mode choice decisions made by the organisation and not the individual. However, regardless of who decided the travel mode it is found that the employer plays an important role in limiting the mode choices available to the business traveller. The nature of these choices is found to vary with the seniority and income of the business traveller.

Introduction

In this note we report initial results of a telephone survey of 311 organisations which gathered data on organisations' travel policies, with particular reference to how these policies affect mode choice decisions for long distance (i.e. greater than 50 miles one way) business trips. This survey is one of three carried out by ITS as part of an SERC funded project to investigate Business Travel. The other two surveys comprise a self-completion questionnaire distributed to:

(1) Respondents to British Rail's 1983 East Coast Main Line Survey who were then making a business trip and indicated their willingness to be further interviewed. Descriptive results of this survey have appeared in an earlier paper 'Survey Results for Long Distance Business Travel from Respondents Contacted Via the East Coast Main Line Survey' by I Johnson and A S Fowkes.

(2) Staff of agreeable organisations interviewed in the telephone survey reported in this paper. Data gathered from this survey has not yet been analysed.

The organisation of this note is as follows. First, the survey design is discussed, with particular reference to the desired composition of the sample in terms of location, organisation size and industry type. The achieved sample was drawn in roughly equal proportions from Greater London and Tyne and Wear, because it is believed that long distance business travellers from these areas have an effective choice of mode and that many mode decisions are marginal. In so far as these two areas differ from elsewhere in the United Kingdom, the results presented below are area specific.

Second, the respondents in the achieved sample are described in terms of their relationship to other sites in the same company/ corporation and their labour force. Third, the business travel undertaken by these employees is described with particular emphasis on differences between organisations of different sizes and industrial classifications. Fourth, organisations' travel policies are categorised according to their formality and who in the organisation makes travel decisions. Recent and future policy changes are also described and we consider in some detail the nature of company car policy.

The fifth section of the paper deals with reimbursement for travel expenses - who pays and how much. The survey asked respondents to place a value on a one hour saving of their employees travel time, for a trip between London and Newcastle. In the sixth section of the paper answers to this question are analysed and median values of travel time are presented. Lastly, we conclude the paper with a brief summary of our results.

1. SURVEY DESIGN

Our interest in the way companies and individuals react to travel choices dictated that we deliberately focus on a study area (or areas) in which we believe an effective choice of mode exists and in which many mode decisions are marginal. We believe a good example of such an area in Britain to be that of Tyne and Wear, and Cleveland. Air and rail are highly competitive to Greater London (with car playing a lesser role), and car and rail are competitive for travel to other areas (Midlands, Greater Manchester, Central Scotland) with air playing a lesser role. Thus it was decided to draw our survey sample from Tyne and Wear, and a matching sample from Greater London.

The organisational/production unit for the survey includes all activities carried on at a single address or, equivalently, a single site. This is very similar to the census definition of an establishment:

'the smallest unit which can provide information normally required for an economic census. Typically the establishment embraces all activities carried on at a single address'.

In the census definitions an enterprise group is a business consisting of either a single establishment or 2 or more establishments under common ownership or control. In this note the respondent is a site or establishment and the term enterprise will be used, as in the census, to refer to any larger organisation which either owns or controls the establishment.

A survey sampling frame was derived which satisfied the following principles:

(i) There should be 150 firms in total from each of the North East and Greater London (GLC) areas.

(ii) For each of the 2 areas (the North East and the GLC) there should be 50 small firms, up to 50 large firms and the remainder medium.

(iii) Because of our particular interest in the public/private split and, within the public sector, in the split between commercial and non-commercial organisations, there should be adequate sample sizes for each of these categories of organisation.

(iv) Industries unlikely to generate much business travel should be given a low sampling fraction.

(v) There should not be too many industry segmentations.

In accordance with these principles the data was collected for the following size and type categories:

(i) Size - Small (S) 1-50 employees
Medium (M) 51-500 "
Large (L) 501+ "

(ii) Industrial Type - (A) Other (this is the low sampling fraction mentioned (iv) above)
(B) Light Industry
(C) Heavy Industry
(D) Public Commercial
(E) Public Non-Commercial
(F) Business and Professional Services

(See Appendix 1 for a list of the industry (SIC) codes associated with each of these 6 sectors).

The desired sampling frame for each of the two survey areas, with upper limits given in brackets, was as follows:

Industry	Public Non. Comm.	Public Comm.	Prof. Services	Light Industry	Heavy	Other	Total
Small	4(6)	4(6)	20(28)	8(12)	10(26)	4(5)	50(50)
Medium	4(8)	4(8)	14(26)	8(12)	16(28)	4(5)	50(80)
Large	6(10)	6(10)	8(20)	8(12)	18(28)	4(5)	50(50)
Total	14(20)	14(20)	42(54)	24(28)	44(78)	12(13)	150

This sample frame was derived on the basis of data from the 1971 Census of Production, Business Monitor PA1003 (1979) and an earlier study of business travel by public transport (James, Marshall and Waters (1979)) - see Table 1.

The survey data were collected by telephone interview with one member of each establishment contacted. All interviews were carried out in March 1984 by the commercial survey firm, FDS (Market Research) Ltd. A copy of the questionnaire used for these interviews is given in Appendix 3. Sites of private firms contacted to participate in the survey were chosen from the Kompass Register of British Industry and Commerce (1982). This register lists about 400 names and addresses for Tyne and Wear. The industry classification of the site and, in many cases, the number of employees are also provided by the register. Where this data source did not provide sufficient addresses, in particular for public organisations, the telephone directory was used although, clearly this did not allow a priori stratification by establishment size. Consequently establishments were allocated to cells on the basis of their reported size and industry type, and cell targets achieved as well as possible by phoning likely candidates.

Table 1 Percentage of units, employment and business trips (on public transport) in S, M, L and A, B, C, D, E, F, from James, Marshall and Waters (1979), 1971 Census, and Business Monitor PA1003 (1979), respectively.

	BY UNIT	BY EMPLOYMENT	BY BUSINESS TRAVEL (P.T.)
S	58.5	8.3	29.3
M	33.5	34.2	33.7
L	8.0	57.5	37.0
A		24.3	23
B		11.0	12
C		23.7	22
D		10.7	16
E		6.6	6
F		23.7	21

Table 2 Location of Respondents by County

Greater London	150	
		151 (South East)
Oxfordshire	1	
Tyne and Wear	149	
Cumbria	1	
		160 (North East)
Northumberland	1	
Durham	9	
Total		311

In Appendix 2, details of how addresses for the sample were obtained and general comments about the achieved sample are given. The most important points to note are:

(1) The achieved sample contained far fewer large establishments than was originally intended. This was because some large establishments reclassified themselves as medium sized and, in the first place, there were insufficient addresses of large firms on the Kompass Register.

(2) Many establishments in the initial London sample either refused to participate or did not have any business travel over 50 miles; everyone came to them. It should be noted that firms with no long distance travellers were omitted from the sample.

The achieved sample contains 311 establishments, 151 from the South East and 160 from the North East. Establishments in the South East comprise 150 from Greater London and one from Oxfordshire (Table 2). For simplicity throughout the rest of this paper we shall refer to these sites as coming from Greater London. 149 of the 160 establishments in the North East are situated in the Tyne and Wear, 9 establishments are in Durham, and Cumbria and Northumberland account for a further one each.

The size and industry type distributions of the total sample and the subsamples from Greater London and the North East are given in Tables 3a, 3b and 3c, respectively. The classification of establishments used in these tables is based on information given by the respondent at the start of each interview. 54% of establishments gave a different size and 14% a different industry classification from that derived from the Kompass Register.

The information in Table 3a shows that:

(i) Public non-commercial establishments are generally larger than others and public establishments are larger than private ones.

(ii) Establishments providing professional services are typically smaller than other establishment types.

2. DESCRIPTION OF THE ESTABLISHMENTS IN THE SAMPLE

Of the 311 survey respondents 37% were the sole location for their enterprise group, 42% were head offices and the remaining 21% were either regional or branch offices. Because over half the respondents belonged to enterprises with 2 or more sites in the U.K. we expected a lot of business travel would be between establishments in the same enterprise. James, Marshall and Waters (1979) found this to be the main reason for business travel between the North East and South East England.

Table 3a Distribution of Sample by Size and Industry Type[1]

(Frequencies)

Type Size	Public Non-com	Public Comm	Professional Services	Light Industry	Heavy Industry	Other	Total
1-10	3	0	21	3	8	6	41
11-20	4	1	9	8	11	4	37
21-50	3	2	17	14	13	9	58
51-100	1	2	8	9	13	4	37
101-200	2	4	11	10	16	10	53
201-500	4	3	9	17	10	3	46
501-1000	0	3	3	9	5	0	20
1001+	9	4	4	1	1	0	19
Total	26	19	82	71	77	36	311

1. Note the size of an establishment is the number of employees at the single site/address contacted and not the number of employees for the entire enterprise.

Table 3b Distribution of Greater London Sample by Size and Industry Type

Type Size	Public Non Comm	Public Comm	Professional Services	Light Industry	Heavy Industry	Other	Total
1-10	1	-	10	3	5	5	24
11-20	-	-	6	4	4	1	15
21-50	2	1	6	10	4	3	26
51-100	1	-	3	5	6	1	16
101-200	2	2	11	3	7	7	32
201-500	3	1	5	11	2	2	24
500-1000	-	1	2	1	2	-	6
1001+	2	2	4	-	-	-	8
Total	11	7	47	37	30	19	151

Table 3c Distribution of North East Sample by Size and Industry Type

Type Size	Public Non Comm	Public Comm	Professional Services	Light Industry	Heavy Industry	Other	Total
1-10	2	-	11	-	3	1	17
11-20	4	1	3	4	7	3	22
21-50	1	1	11	4	9	6	32
51-100	-	2	5	4	7	3	21
101-200	-	2	-	7	9	3	21
201-500	1	2	4	6	8	1	22
501-1000	-	2	1	8	3	-	14
1001+	7	2	-	1	1	-	11
Total	15	12	35	34	47	17	160

Table 4 Nature of the Site

	North East		Greater London		Total	
	No.	%	No.	%	No.	%
Sole Location in UK	58	36	57	38	115	37
Head Office	55	34	74	49	129	42
Regional Office	19	12	7	5	26	8
Branch Office	26	16	13	9	39	12
Other	2	1	-	-	2	1
Total	160	100	151	100	311	100

Table 5 Number of Sites belonging to each Enterprise in the United Kingdom

	North East Sample	Greater London Sample	Total
1	67	61	128
2	16	12	28
3-4	17	23	40
5-10	21	17	38
11+	37	38	75
Total	158	151	309

Our findings are, however, that the predominant reason for business trips made by employees is 'going to see a client/customer' (Table 6). Employees of a sole location are most likely to make these trips, although visiting a client is still the most common reason for making a business trip for all other establishment types. Contrary to our expectations, employees of branch offices are less likely to visit their head office than employees of the head office are to visit branch offices (see Table 6). However, regional office employees are more likely to visit their head office than vice-versa.

The occupational structure of establishments, not surprisingly, varies depending on the activity carried out by the establishment (Table 7). For the light and heavy industry classes manual workers make up proportionately more of the workforce than for other industry classes and they have fewer secretarial and clerical workers. The median proportions of staff accounted for by senior and middle management are, however, fairly stable across industry classes, at 1-19% of the site workforce.

3. EMPLOYEE BUSINESS TRAVEL

Each establishment was asked how many trips per month were made by staff for each of the 7 occupation classes: senior, middle and junior management, secretarial/clerical, technical, manual and other. A clear pattern emerged of senior and middle managers making a much larger number of trips than other occupational classes (Table 8). Technical staff and junior management were the next most frequent business travellers, whilst less than 10% of establishments reported one or more business trips per month for either secretarial/clerical, manual or other staff. That senior and middle managers are the most frequent business travellers has also been found by Hensher (1977) and University of Southampton (1971).

Taken together with our earlier observation that staff fractions for senior and middle managers are relatively stable across the sample, one would expect the number of business travellers to be positively correlated with establishment size. Table 9 suggests this is the case for our sample. 54% of all sites sampled had less than 7 travellers per month, whilst only 30% of sites with more than 50 employees had less than 7 travellers/month.

The tabulation of number of travellers against industry type shows public establishments are likely to have more travellers than private establishments, however, this would appear to be caused by the larger size of public organisations. Note that in Table 9 the median size of establishment for each cell increases with the number of travellers.

Table 6 Destination for the Largest Proportion of Travel from Establishment

(Number of respondents, with percentage by origin in brackets)

Origin	Destination: Head Office	Regional Office	Branch Office	Visit Client/ Customer	Other	Total
Sole Location in UK	2(2)	-	-	92(80)	21(18)	115
Head Office	-	18(14)	36(29)	56(45)	15(12)	125
Regional Office	6(23)	1(4)	4(15)	13(50)	2(8)	26
Branch Office	5(13)	1(3)	3(8)	25(64)	5(13)	39
Other	2(100)	-	-	-	-	2
Total	15	20	43	186	43	311

Table 7 Occupation of Employees by Industry Type (median percentage of the work force for given occupation and industry type)

Industry/ Occupation	Public Non Comm	Public Comm	Prof. Services	Light Industry	Heavy Industry	Other	Total
Senior Man.	1-19	1-19	1-19	1-19	1-19	1-19	1-19
Middle Man.	20-29	1-19	1-19	1-19	1-19	1-19	1-19
Junior Man.	1-19	0	0	0	0	0	0
Secretarial/ Clerical	30-39	30-39	30-39	1-19	1-19	30-39	30-39
Technical	0	1-19	0	1-19	1-19	0	1-19
Manual	0	0	0	50-59	50-59	1-19	1-19

Table 8 Average Number of Business Trips/Month by Employees Occupation

(Percentage respondents)

	Senior Man.	Middle Man.	Junior Man.	Secretar./ Clerical	Tech.	Manual	Other
None/Missing	4	31	76	93	66	92	90
1, 2, 3	27	24	11	4	15	3	1
4 plus	69	45	13	2	18	5	6
Don't know	-	-	-	1	-	-	4

Table 9 Number of Travellers by Establishment Type (percentage of each type responding)*

No. of Business Travellers	Public Non Comm.	Public Comm.	Prof. Services	Light Industry	Heavy Industry	Other	Total
1	12 (1-10)	-	16 (1-10)	8 (11-20)	6 (21-50)	8 (11-20)	10 (1-10)
2	4 (1-10)	-	10 (1-10)	13 (21-50)	17 (21-50)	11 (21-50)	11 (21-50)
3	8 (11-20)	16 (101-200)	9 (11-20)	13 (101-200)	9 (51-100)	6 (21-50)	10 (21-50)
4	4 (21-50)	-	12 (21-50)	6 (11-20)	13 (11-20)	14 (0-10)	10 (11-20)
5-6	19 (101-200)	5 (21-50)	12 (21-50)	17 (51-100)	13 (201-500)	14 (21-50)	14 (51-100)
7-10	4 (11-20)	21 (101-200)	9 (101-200)	8 (501-1000)	21 (101-200)	14 (51-100)	15 (51-100)
11-30	19 (201-500)	11 (101-200)	16 (101-200)	20 (201-500)	13 (101-200)	22 (101-200)	17 (101-200)
31-100	23 (201-500)	21 (501-1000)	11 (101-200)	6 (101-200)	6 (101-200)	8 (101-200)	10 (101-200)
101+	8 (1000+)	26 (201-500)	6 (1000+)	- -	1 (51-100)	3 (201-500)	5 (501-1000)
Number of Respondents	26	19	82	71	77	36	311

* Median size of organisation in each cell in brackets

Table 10 Travel Policy by Establishment Type

(Percentage responding with median establishment size in brackets)

	Public Non Comm	Public Comm	Prof. Services	Light Industry	Heavy Industry	Other	Total
Formal	81 (201-500)	58 (501-1000)	33 (51-100)	24 (201-500)	21 (101-200)	25 (101-200)	33 (101-200)
Informal	15 (21-50)	32 (101-200)	50 (21-50)	55 (51-100)	58 (51-100)	44 (21-50)	50 (51-100)
None	4 (1-10)	5 (51-100)	15 (1-10)	20 (21-50)	20 (11-20)	28 (51-100)	17 (21-50)

Table 11 Who Decides Travel Mode by Establishment Type

(Frequency, with median establishment size in brackets)

	Public Non-Comm	Public Comm	Prof. Services	Light Industry	Heavy Industry	Other	Total
Individual	12 (21-50)	8 (51-100)	56 (21-50)	48 (51-100)	45 (51-100)	19 (21-50)	188 (21-50)
Organisation	16 (201-500)	13 (201-500)	29 (51-100)	29 (201-500)	36 (101-200)	17 (51-100)	139 (101-200)
Other	-	-	-	-	1 (11-20)	-	1 (11-20)

Table 12 Who Decides Travel Mode by Travel Policy

(Percentage respondents, with median establishment size in brackets)

	Formal Policy	Informal Policy	No Policy
Individual	42 (51-100)	61 (51-100)	76 (21-50)
Organisation	58 (201-500)	39 (51-100)	24 (11-20)

4. ORGANISATION TRAVEL POLICY

(A) OVERALL TRAVEL POLICY

83% of respondents reported having either a formal or an informal travel policy, whilst the remaining 17% stated they had no travel policy. Public establishments are more likely to have a travel policy than private ones, and this policy is more likely to be formal than informal (Table 10). Also large firms are more likely to have a formal policy than an informal one. Amongst the private sector, firms offering Professional Services are more likely to have a formal travel policy than others. Because we were interested in whether the nature of the firms travel policy has an influence on the travel mode used by the business traveller, respondents were asked who decided on the travel mode used for business trips, the individual or the organisation. 188 respondents answered that the individual decides, 139 said the company and 1 respondent said other decision procedures were used (note that this sums to 328 responses because a number of respondents replied with two alternatives).

Who decides travel mode is clearly associated with establishment size, larger establishments generally having the organisation, rather than the individual, deciding. Our results show that an organisation with an informal travel policy is more likely to allow the individual to decide on travel mode than an organisation with a formal travel policy (Table 12). Nevertheless, the data do not allow any definitive statement about who decides (the individual or the organisation) the travel mode to be used on long distance business trips.

In addition to information concerning the current state of business travel policy, questions were asked to investigate how these policies change over time. Over 81% of respondents had not changed their travel policies in the past few years and 90% did not foresee any changes in their existing policy, both figures suggesting business travel policies are fairly stable over time.

Those companies whose policies had changed in recent years reported a large number of different reasons for these changes. These are given in Table 13. As we do not have a fixed base with which to compare these results, it is not possible to say what effect the recession has had on business travel policy. We note, however, that adding up those organisations who gave reasons which are likely to imply reduced expenditures (indicated by a * in Table 13) per traveller one has (a) 29 out of 47 respondents gave expenditure reducing reasons for recent past changes in travel policy and, (b) 7 out of 12 respondents gave expenditure reducing reasons for likely future changes in travel policy.

(B) COMPANY CAR POLICY

A very large fraction (88%, rising to 94% if public non-commercial establishments are excluded) of the sample gave at least one member of their staff a company car for their sole

Table 13 Nature of Changes in Establishments' Travel Policies

Frequencies

Nature of Change	Past Change 1st Change	Past Change 2nd Change	Future Change 1st Change	Future Change 2nd Change
More Air Travel	4	1	-	-
Less Air Travel*	4	-	-	-
More Rail Travel	1	1	-	1
No or Less 1st Class Travel*	10	-	-	-
More Public Transport	1	1	-	-
Smaller/More Economical Cars*	1	4	3	-
Hire/Lease Car	-	-	1	-
Own Car Discouraged	1	1	-	-
Less Employees Entitled to Company Cars	1	-	-	-
Smaller Mileage Allowances*	2	1	1	-
Other Cuts in Car Allowance*	2	1	-	-
Stricter Travel Policy*	2	-	-	-
Special Travel Person Appointed	-	1	-	-
Less Travel*	3	2	1	-
General Economy*	4	7	2	-
Travel Policy Reviewed More Often	1	-	-	-
Other-Reduced Travel Expenditure*	-	1	-	-
Other-Increased Travel Expenditure	5	1	1	-
Other General	3	-	-	-
Don't Know	2	-	3	-
Total	47	22	12	1

* Changes likely to imply reduced expenditure on business travel

use. In contrast only 34% of establishments had pool cars available for staff use and 30% made both pool and company cars available to some staff. (See G. Moody (1983) for similar findings.)

Access to either a pool or a company car depends on an employee's occupation. Senior and middle management are far more likely to have access to a company car than other occupational classes. Technical staff are the third most likely group to have a company car and they also fare quite well in access to pool cars, which is generally less variable across occupation classes (Table 14).

Crosstabulations of company car and pool car access against establishment size, establishment type and number of travellers suggests that establishment type is the most important factor affecting access. Public non-commercial establishments are much less likely that others to provide company cars, whilst public commerical establishments are much more likely than other organisations to have pool cars for staff use (Table 15).

Of those establishments who did provide employees with company cars, approximately one half encouraged their staff to make use of these cars on long distance business trips. The other half presumably provided these cars primarily for either short trips or for non-travel reasons, e.g. as a salary supplement (see Potter and Cousins (1983)).

5. REIMBURSEMENT FOR TRAVEL EXPENSES

(A) COMPANY CARS

Of the 275 establishments who reported providing company cars to at least one employee approximately 90% paid for each of maintenance costs, road tax and car insurance. 69% gave free petrol for business purposes and 24% paid mileage rates. The data in Table 16 show the private sector to be slightly more generous than the public sector in their payments for company car running costs.

Those companies who pay mileage rates were asked for values of up to 3 different rates they paid staff. Unfortunately, this question was poorly answered, with only 35 organisations reporting a first mileage rate. Of these 20 paid rates of 10p per mile and less and, of the remaining 15, 14 paid between 10p and 32p per mile and one paid 52p per mile (see Table 20).

In order to gauge whether these car mileage rates cover car running costs and standing charges we compare them with the A.A.s cost estimates (Appendix 3). (Note TEST (1984) consider the A.A. cost estimates to be overly generous.) To do this we first subtract any capital charges included in the A.A.s costings under the assumption that these are paid by the employer. Second, as most company cars fall into the 1501-2000 cc rating (see Potter and Cousins (1983)) all cost comparisons will be for this size of

Table 14 Company and Pool Car Access by Occupation

(Percentage of Respondents)

	Senior Mgt.	Middle Mgt.	Junior Mgt.	Sec/Cler.	Tech.	Manual	Other
Company Car:							
Yes	54	30	6	1	13	1	4
No/Not Available	1	25	49	54	42	54	51
Don't Know	45	45	45	45	45	45	45
Pool Car:							
Yes	18	21	11	11	17	8	1
No/Not Available	13	9	20	20	13	22	30
Don't Know	69	69	69	69	69	69	69

Table 15 Company and Pool Car Availability by Establishment Type

(Percentage of Respondents)

	Public Non-Com	Public Comm	Prof. Services	Light Industry	Heavy Industry	Other	Total
Company Car	31	95	88	97	95	97	88
Pool Car	23	90	17	37	40	34	12

Table 16 Reimbursement for Company Cars by Establishment Type

(Percentage of Respondents to Reporting One or More Types of Reimbursement)

	Public Non-Comm	Public Comm.	Private	Total
Mileage Rate	38	29	24	24
Maintenance Costs	75	78	90	89
Road Tax	88	78	92	90
Car Insurance	88	78	92	91
Free Petrol for Business Use	38	61	71	69
Other	25	17	14	14
Total Respondents	8	18	249	275
Total in Sample	26	19	266	311

Table 17 Costs Covered by Establishments

Cost Items*	% of Establishments Providing Company Cars
2+3+4	87
2+3+4+5	67
1-4	19
1-5	3

* Key
1 = Mileage Rate
2 = Maintenance Costs
3 = Road Tax
4 = Car Insurance
5 = Free Petrol for Business Use

Table 18 Reimbursement Method by Establishment Type

(Percentage Respondents)

	Public Non-Comm	Public Comm.	Private	Total
Fixed at Public Transport Level	19	29	10	11
Travel Warrant	35	71	35	36
Actual Cost Paid	69	71	78	75
Credit Card	4	29	26	24
Company Car Mileage Rate	4	6	13	11
Own Car Mileage Rate	65	71	34	38
Other	-	6	5	5
Total Respondents Giving at Least One Method	26	17	261	304

Table 19 Mileage Rates (Frequencies)

	Own Car Necessary Travel	Own Car Discretionary Travel	Company Car
1-9	-	-	19
10-14p	2	4	3
15p	19	5	3
20-24p	29	5	6
25-29p	18	6	1
30-34p	3	1	2
35p and over	-	-	1
Total	71	21	35
Average =	21.2p	20.2p	13.6p

Table 20 Percentage of Establishments Reimbursing Staff for Business Travel by Transport Mode

	Air	1st Class Rail	All Rail	Own Car
Senior Mgt.	86	64	91	39
Middle Mgt.	60	31	69	36
Junior Mgt.	21	8	27	15
Secretarial/ Clerical	8	1	13	11
Technical	24	9	32	18
Manual	5	1	6	5

car. Third, we assume the driver travels between 10,000 and 15,000 miles per annum in the company car.

Given these assumptions the costs faced by the company car user at the time of the survey were:

Standing Charges	4p-6p/mile
Running Costs	12p/mile
Total Costs	16p-18p/mile

Ten of the 35 respondents paid rates in excess of 20p/mile implying they probably over compensate their employees for use of company cars. This is, however, a small number in comparison with the total number of establishments, in the sample, supplying company cars. As has already been mentioned most organisations do not pay mileage rates, but rather pay for specific cost items. See Table 17 where we give the percentage of companies paying certain combinations of cost items.

(B) OTHER TRAVEL

Information on the level of reimbursement for long distance travel by mode used (other than the company car) was obtained by asking respondents which of 7 methods of reimbursement was used by their establishment (Table 18). Reimbursement of actual costs is by far the most common method for the sample in aggregate and for private and public non-commercial establishments separately. Public commercial establishments are, however, as likely to issue a travel warrant for the ticket as pay for the actual cost. The public sector is more likely than the private sector to reimburse expenses equal to the cost of a reasonable public transport service and to pay at own car mileage allowance rates. Assuming that reimbursement by either paying actual costs, issuing travel warrants or the use of a company credit card means all travel costs are paid by the organisation, one has that at least 294 of respondents (i.e. 97%) pay full travel costs. It seems safe to conclude all travel costs are paid by the establishment. However, what is not clear from the data is whether the establishment can affect mode choice through the method of reimbursement or whether different methods of reimbursement are used for different kinds of trips.

Details of own car mileage rates paid were requested and, as Table 19 shows, these were on average higher than rates paid for company cars. This is to be expected given the company doesn't directly pay for any capital costs. On the basis of the A.A. schedule, own car running costs are 10.5-12p/mile. Thus the average rate of reimbursement is approximately double out of pocket costs for own car use. This constitutes a strong financial incentive to use one's own car for business purposes, except when serious inconvenience is caused to another family member who wishes to use the car at the same time.

We were interested not only in the level of reimbursement offered to staff but also whether the establishment's willingness to

reimburse staff varied with travel mode and an employee's occupation. It was expected, as has been found elsewhere (Hensher (1977)), that organisations would be more willing to reimburse senior staff than junior staff for travel on faster, more comfortable modes. Reasons usually suggested for this behaviour include: (i) The greater opportunity cost of time for senior employees and, related to this, (ii) the desire for senior staff to use their travel time productively and to arrive at their destination feeling alert.

Our expectations were confirmed by the data. Establishments reported they are more willing to reimburse senior and middle management for travel on fast, comfortable modes (i.e. air and first class rail) than for other groups of employees (Table 20). We note in this context Hensher's finding that businesses like to feel they are treating their senior staff well which may obscure any strictly economic rationale for mode choice. For all classes of employees establishments are more willing to allow them to travel by rail rather than air or own car.

6. VALUE OF BUSINESS TRAVEL TIME AS REPORTED BY THE EMPLOYER

Here we report the results of answers to the following two questions:

(1) 'Now suppose a first class (only) premium accelerated rail service between London and Newcastle was introduced, saving one hours travel time on the round trip, compared with their usual means of travel. Would senior staff be allowed to use the service if the extra cost was £5... was £20... was £50'

And what about other staff?

(2) 'It would be useful to us if we could have some indication of the average salary/earnings of the different categories of employee. Would you please give an average to the nearest £1000 for each category:

Senior Management
Middle "
Junior "
Secretarial/Clerical
Technical
Manual.

The first of these questions gives data on the establishment's valuation of saving one hour of business travel time for senior and other staff. Specifically, the data gives the number (or percentage) of establishments whose, values of business travel time, V, fall into one of the 4 ranges:

(a) $0 \leq V < £5$ (b) $£5 \leq V < £20$ (c) $£20 \leq V < £50$ (d) $V \geq £50$

Plotting the cummulative frequency (or percentage of responses)

Table 21 Median Values of Time (£/hour) (Early 1984)

	Senior Staff	Other Staff	Sample Size
Total Sample	16	6	311
BY INDUSTRY			
Public Non-Commercial	9	4	26
Public Commercial	22	10	19
Professional	18	6	82
Light Industry	15	9	71
Heavy Industry	15	6	77
Other	13	6	36
BY SIZE OF ORGANISATION			
1- 50 employees	13	4	136
51-500 "	16	8	136
501+ "	28	9	39
BY DESTINATION			
London	16	4	162
Newcastle	15	7	149

BY MODE NORMALLY USED*			Sample Size Senior Staff	Sample Size Other Staff
Air	20	12	62	34
1st Rail	18	15	84	22
2nd Rail	12	11	58	110
Car	11	6	38	31
Other	5	4	8	7

* Only respondents giving a single response to the question on mode normally used were included in this analysis.

Table 22 Income by Occupation as Reported by Organisation - Median Range £/annum

	Median Range	£/hour *
Senior Management	15-16,000	8.6-9.2
Middle "	10-11,000	5.7-6.3
Junior "	8- 9,000	4.6-5.2
Secretarial/Clerical	5- 6,000	2.9-3.4
Technical	7- 8,000	4.0-4.6
Manual	5- 6,000	2.9-3.4

* Assuming people work 38 hours/week, 46 weeks/year. The New Earnings Survey for 1983 shows full-time non-manual males work, on average, 38 hours per week.

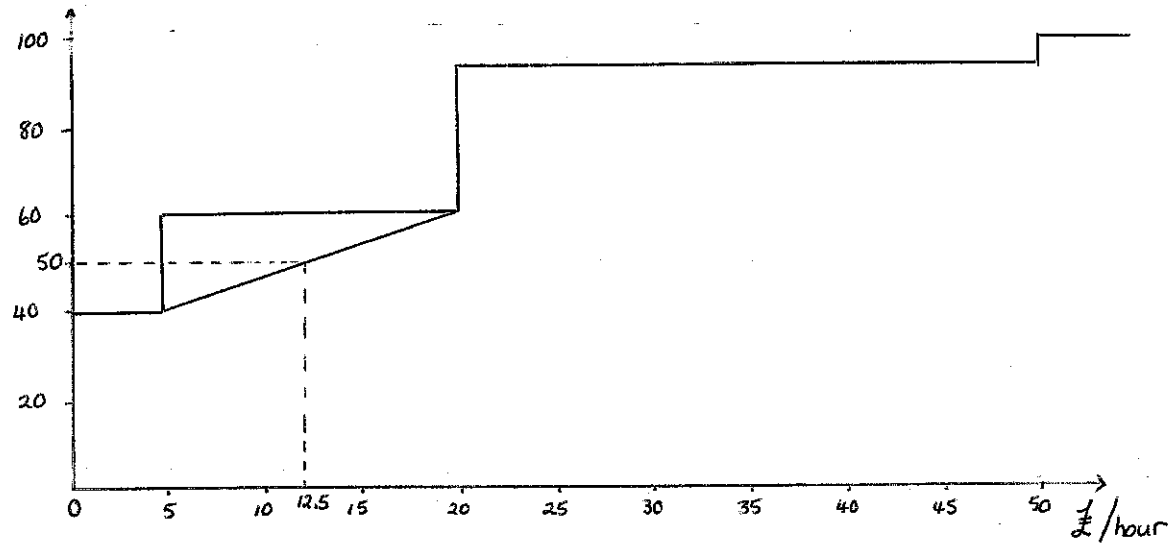
Table 23 Median Incomes for Different Occupations by Industry and Organisation Size

(£000's/annum)

Industry	Senior Mgt	Middle Mgt	Junior Mgt	Sec/ Clerical	Tech	Manual
Public Non Commercial	15-16	10-11	7-8	5-6	9-10	4-5
Public Comm	20+	14-15	9-10	6-7	8-9	-
Professional Services	20+	14-15	11-12	6-7	9-10	7-8
Light Ind	14-15	10-11	8-9	5-6	8-9	5-6
Heavy Ind	14-15	9-10	6-7	4-5	6-7	5-6
Other	14-15	11-12	8-9	5-6	7-8	5-6
Size (no employees)						
1-50	14-15	9-10	7-8	5-6	8-9	5-6
51-500	16-17	10-11	8-9	5-6	7-8	5-6
501+	17-18	11-12	10-11	5-6	7-8	4-5

against these ranges one can obtain a median value of time by linear interpolation/extrapolation. This is illustrated in Fig. 1 where the median value of time is £12.50/hr.

Figure 1



The results given below were obtained using this procedure.

Answers to the second question allow us to compare establishment's valuation of an employee's travel time savings with the latter's wage rate.

Median values of time for different categories of establishments and by the travel mode normally used are given in Table 21. These results show:

(a) Time savings by senior staff are valued at approximately $2\frac{1}{2}$ times the rate for other staff. This is to be expected given the higher salaries of senior staff (Table 22).

(b) Public non-commercial establishments place a lower value on their employees' time than establishments in other industrial groups.

(c) Large establishments value the travel time of their senior staff (but not necessarily their other staff) at a higher rate than small establishments. This possibly reflects the higher salaries of senior staff employed by large establishments (Table 23).

(d) Values of travel time are correlated with the cost of travel by the mode normally used by an employee. That is as the

cost of travel increases so too does the value of travel time.

Median income ranges for different occupations are given in Table 22. These show senior staff, which we assume includes senior management, are paid approximately twice as much as other staff. Comparing the hourly wage rates in Table 22 with the hourly values of time reported in Table 21, shows that the value of travel time for senior staff is approximately twice their average wage rate. Evidence from the Royal Commission on the Distribution of Income and Wealth shows that fringe benefits and employers contributions to superannuation schemes cost between 20 and 30% of the gross salary of high income earners. Adding to this national insurance payments (15% of gross wages - 10% plus 5% surcharge) means our estimated values of time are approximately 30% larger than the cost of senior staff to the employer. Sampling errors and possible biases arising from our use of the median income as an estimate of the mean income for the population of senior staff mean, that at this stage, we cannot say anything further about the relationship between the cost of labour and employers' valuation of travel time savings for senior staff.

Disaggregating the income data by establishment type and size (Table 23) and comparing this with the value of time data shows:

(a) Values of time are in general, positively correlated with employees' salaries. One exception to this is the case of public non-commercial establishments who pay relatively high salaries, especially to their senior staff, but place low values on savings in travel time.

(b) As the size of the establishment both managers' salaries and values of time (as given by the employer) increase.

7. CONCLUSION

To summarise, the main findings from our survey of establishments in Greater London, and Tyne and Wear are:

(i) Business travellers are likely to be senior or middle managers and their most common reason for travelling is to see a client/customer.

(ii) If the traveller is employed by the private sector he/she is more likely to have chosen the travel mode than if employed by the public sector.

(iii) Public sector establishments are more likely to have formal travel policies than private sector establishments. Also large establishments are more likely to have formal travel policies than small establishments.

(iv) Senior managers are likely to be provided with a company car for which most, if not all, running and standing costs will be paid by their employers.

(v) Access to company cars and other travel modes depends on the traveller's job and/or seniority. The more senior the employee and/or the higher their income the better the access to different travel modes.

(vi) Most organisations reimburse the full cost of business travel incurred by employees.

Relating these results to our interest in mode choice decisions for business travel one can say that, for employees of our sample of establishments, mode choice decisions are unlikely to be made in the same way as they would be for private travel by the individual. In the case of business travel, the individual does not pay travel costs and furthermore the choice of mode will often be either dictated or limited by company policy. Our results suggest these factors should be explicitly modelled if we are to have a good explanation of mode choice decisions for business travel. Such modelling will form the basis of future work to be carried out on this project and will be reported in later working papers.

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Appendix 1

Table A1 Employment by Industry in the Tyne and Wear

(hundreds of full time employees)

Our Classification	SIC	Industry Description	1971	%	1981	%
A	I	Agriculture, forestry, fishing	446	0.7	148	0.3
D	II	Mining and quarrying	4010	6.1	1475	3.1
B	III	Food, drink and tobacco	2028	3.1	1453	3.0
C	IV	Coal and Petroleum products	130	0.2	94	0.2
C	V	Chemicals and allied industries	1234	1.9	708	1.5
C	VI	Metal manufacture	1219	1.8	323	0.7
C	VII	Mechanical engineering	3902	5.8	2855	6.0
B	VIII	Instrument engineering	179	2.7	161	0.3
C	IX	Electrical engineering	3759	5.7	1943	4.1
C	X	Shipbuilding & marine engineering	3167	4.8	2023	4.2
C	XI	Vehicles	392	0.6		
C	XII	Metal goods n.e.s.	724	1.1	367	0.8
B	XIII	Textiles	511	0.8	157	0.3
B	XIV	Leather, leather goods and fur	50	0.1	12	-
B	XV	Clothing and footwear	1704	2.6	719	1.5
C	XVI	Bricks, pottery, glass, cement, etc	1105	1.7	485	1.0
B	XVII	Timber, furniture, etc	678	1.0	419	0.9
B	XVIII	Paper, printing and publishing	1100	1.7	922	1.9
B	XIX	Other manufacturing indutries	1003	1.5	510	1.1
A	XX	Construction	4819	7.3	3431	7.1
D	XXI	Gas, electricity and water	1130	1.7	959	2.0
A/D	XXII	Transport and communications	3777	5.7	2939	6.1
A	XXIII	Distributive trades	8866	13.5	6779	14.2
F	XXIV	Insurance, banking, finance and business services	1694	2.6	2605	5.4
F	XXV	Professional and scientific services	8055	12.2	6190	12.9
F	XXVI	Miscellaneous services	5895	8.9	5363	11.2
E	XXVII	Public administration and defence	4325	6.6	4692	9.8
		Total	65902		47805	

Sources: 1971 and 1981 10% sample Census of Economic Activity Subregional tables

1. Note that the SIC changed between the 1971 and 1981 Censuses. We have matched the 1981 data as closely as possible to the 1971 SIC.

Table A2 Employment by Industry in Greater London

(hundreds of full-time employees)

Our Classification	SIC	Industry Description	1971	%	1981[1]	%
A	I	Agriculture, forestry, fishing	624	0.2	456	0.1
D	II	Mining and quarrying	470	0.1	926	0.3
B	III	Food, drink and tobacco	10569	2.6	7250	2.0
C	IV	Coal and Petroleum products	-		-	
C	V	Chemicals and allied	8164	2.0	6816	1.9
C	VI	Metal manufacture	2142	0.5	1052	0.3
C	VII	Mechanical engineering				
B	VIII	Instrument engineering				
C	IX	Electrical engineering	33689	8.4	20426	5.7
C	X	Shipbuilding & marine engineering				
C	XI	Vehicles	6598	1.6	4451	1.2
C	XII	Metal goods n.e.s.	7194	1.8	3174	0.9
B	XIII	Textiles	1779	0.4	727	0.2
B	XIV	Leather, leather goods and fur	1309	0.3	339	0.1
B	XV	Clothing and footwear	8997	2.2	5615	1.6
C	XVI	Bricks, pottery, glass, cement, etc.	2335	0.6	-	-
B	XVII	Timber, furniture, etc.	5382	1.3	3113	0.8
B	XVIII	Paper, printing and publishing	15922	3.9	11836	3.3
B	XIX	Other manufacturing	5250	1.3	3770	1.0
A	XX	Construction	24955	6.2	23034	6.5
D	XXI	Gas, electricity and water	6226	1.5	4610	1.3
A/D	XXII	Transport and communications	42221	10.5	37610	10.6
A	XXIII	Distributive trades	54754	13.6	46833	13.1
F	XXIV	Insurance, banking, finance and business services	37934	9.4	58235	16.3
F	XXV	Professional and scientific services	50672	12.6	39165	11.0
F	XXVI	Miscellaneous services	44540	11.0	44423	12.5
E	XXVII	Public administration and defence	31598	7.8	32595	9.1
		Total	403224		356456	

Sources: 1971 and 1981 10% sample, Census of Economic Activity, Subregional tables

1. Note the SIC changed between the 1971 an 1981 censuses. We have matched the 1981 data as closely as possible to the 1971 SIC.

Table A3 Employment by Industry by Area

(% full-time employees)

Industry	Tyne and Wear		Greater London	
	1971	1981	1971	1981
A Other	24.3	24.6	25.2	25.0
B Light Industry	11.0	9.0	12.0	9.0
C Heavy Industry	23.7	18.3	14.9	10.0
D Public Commercial	10.7	8.2	6.8	6.9
E Public Non-Comm.	6.6	9.8	7.8	9.1
F Professional Services	23.7	29.5	33.0	39.8

Source: Tables A1 and A2

Table A4 Comparison of Industrial Classification used in this Paper with Classification used in the Kompass Register of British Industry and Commerce

Industrial Classification used in this Paper*	Kompass Industrial Groups
D	11-19 Mining & Quarrying
B	20 Food Manufacture
B	21 Beverages
B	22 Tobacco & Snuff
B	23 Textiles
B	24 Footwear, Wearing Apparel & Textile Goods
B	25 Products of Wood & Cork, except Furniture
B	26 Furniture & Fittings
B	27 Paper Making Pulp & Board
B	28 Printing & Publishing
B	29 Manufacture of Leather & Fur
B	30 Rubber & Plastic Products
C	31 Chemicals & Chemical Products
C	32 Products of Petroleum & Coal
C	33 Non-metallic Mineral Manufacture
C	34 Basic Metal Industries
C	35 Metal Products Nuclear & Boiler Plant, Furnaces Fabricated Steel Work Fire Fighting Equipment
C	37 Electrical & Electronic Industries
C	38 Transport Equipment
B	39 Scientific & Professional Instruments Optical & Process Control Equipment Specialized Manufacturing Industries
C	40-41 Machinery & Equipment
A	50 Building & Construction Contractors
D	51 Public Supply Services
A	61 Distribution Trades
F	62 Banking & Finance
F	63 Insurance
F	65 Real Estate
A/D	71 Transport Services
A	72 Storage & Warehouses
F	83 Business & Professional Services

* A = Other (Low Sampling Fraction)
B = Light Industry
C = Heavy Industry
D = Public Commercial Organisations
E = Public Non-commercial Organisations
F = Professional and Business Services

APPENDIX 2 Comments on the Sample Frame

Drawing the Sample Frame in Tyne and Wear

1. All the addresses provided by the Kompass Register of British Industry and Commerce within the stipulated postal districts were used.

   - 80-90 addresses were rejected because full details were listed in another part of the country
   - 30-40 addresses were rejected because there was no classification data
   - 10-20 addresses quoted product groups but not number of employees
   - 10-20 were rejected for a miscellany of reasons.

2. At this stage it was apparent that we were short of large companies. KBE was searched, yielding only 5 or 6 additional large companies within the area.

3. We arrived at the following sampling frame:

	Low Sampling Fraction	Light Industry	Heavy Industry	Professional Services
Company Size	A	B	C	F
Small	42	29	66	12
Medium	34	10	60	7
Large	10	11	24	2

   Seven Category D addresses and one Category E were also obtained.

   Using local telephone directories and Yellow Pages, further addresses were provided for Categories D, E and F.

4. We tried every possible address for Category D (main offices only). The addresses we chose for Categories E and F covered a wide variety of possibilities within each category.

Comments on the Sampling Frame/Achieved Sample in Tyne and Wear

1. The original hypothesis was over-optimistic as to the number of large organisations, especially in Category C. In Category A, organisations listed in Kompass as large re-classified themselves as medium or small.

2. Amongst potential medium sized 'C's many re-classified themselves as 'B'. On looking at the product groups listed for each company, both 'B' and 'C' products were listed. These addresses had been allocated to 'C' because more 'C'

than 'B' products were listed. It would seem that mixed 'C'/'B' companies see themselves as in the "light industry" category. Hence the achieved sample has more medium B companies than anticipated.

3. Category E addresses divided themselves into small or large organisations. In Category F small firms predominated. A full quota of type F could have only been achieved by an over-large segment of small firms.

Drawing the Sample Frame in London

1. Every 11th page of the London addresses was used to yield a similar number of pages as in Tyne and Wear.

2. In practice there were less addresses - the entries were often much longer in London. However, there were few addresses where full details were listed elsewhere.

   - 10-20 addresses said full details were elsewhere

   - 20-30 were rejected because they were overseas banks or concerned with trading entirely in, say, the Middle East.

3. However, far more companies (than in Tyne and Wear) were listed without stating their number of employees. Searching KBE did not help in this respect. It was decided to include these No Size companies in the sampling frame.

4. Thus the sampling frame was -

	Low Sampling Fraction	Light Industry	Heavy Industry	Professional Services
	A	B	C	F*
Company Size				
Small	13	27	32	18
Medium	13	29	52	24
Large	18	10	14	6
N.S.	29	18	29	42

* Category F only needed supplementing with a few addresses from Yellow Pages.
The procedure for D and E was similar to that in Tyne and Wear.

Comments on Sampling Frame/Achieved Sample

1. London differed from Tyne & Wear in that the refusal rate was much higher. Moreover, many organisations insisted that there was no business travel over 50 miles, "Everyone comes to us in London".

Category	Refusals	No travel
A	11	12
B	4	28
C	11	27
D	2	8
E	5	9
F	19	23
	52	107

2. Despite trying all possibilities Category D was under-represented compared with the original target. This also applied to the larger firms and Category C. Category F was nearer to the target. Professional services are centred on London.

APPENDIX 3. SURVEY QUESTIONNAIRE.

Institute for Transport Studies, The University of Leeds, Leeds LS2 9JT

JOB NO. 1742

LONG DISTANCE TRAVEL
IN THE COURSE OF WORK SURVEY

TRANSFER FROM CONTACT SHEET

Name of Respondent: _____

Position in Organisation: _____

Name of Organisation: _____

CHECK

Address: _____ IF DIFFERENT FROM CONTACT SHEET

_____ TICK ☐

_____

_____

CHECK

Telephone Number: _____ IF DIFFERENT FROM CONTACT SHEET

TICK ☐

1	1	7	4	2			

(1) - (8)

TRANSFER FROM CONTACT SHEET

CLASSIFICATION

Size of Company/Organisation

	C11
Yellow 0 - 50	1
Blue 51 - 500	2
Green 501+	3
Not known	4

Type of Company/Organisation

	C12
A	1
B	2
C	3
D	4
E	5
F	6

Respondent's Classification if different from above

	C13
0 - 50	1
51 - 500	2
501+	3

	C14
A	1
B	2
C	3
D	4
E	5
F	6

INTRODUCTION

Good morning/good afternoon. We are conducting a survey by telephone on behalf of the Institute for Transport Studies, to establish the means long distance travel people use during the course of their work.

We would appreciate your help in answering the following questions and assure you that all information given is strictly confidential, to be used by the Institute in statistical form only.

We need to talk to someone who is familiar with your company policy with regard to long distance business travel.

REPEAT INTRODUCTION AS NECESSARY WHEN PUT THROUGH TO THE APPROPRIATE RESPONDENT.

IN THE CASE OF RESPONDENTS SERIOUSLY QUERYING THE VALIDITY OF THE SURVEY, PLEASE OFFER THE TELEPHONE NUMBER OF THE INSTITUTE FOR TRANSPORT STUDIES. THE PERSON TO SPEAK TO IS DR. IAN JOHNSON OR DR. TONY FOWKES - LEEDS (0532) 431 751, EXT. 7211.

THANK THE RESPONDENT FOR AGREEING TO BE INTERVIEWED FOR THE INSTITUTE FOR TRANSPORT STUDIES.

		COL	ROUTE
Q.1a.	Can I start by asking you how you would describe your company/organisation, particularly in terms of the work you do and the way you are organised. RECORD VERBATIM.	15	Q.1b.
Q.1b.	And which of the following classifications best describes your company/organisation? READ OUT. RING ONE CODE.	16	Q.2a.
	E ——— Public non-commercial organisations	1	
	D ——— Public commercial organisations	2	
	F ——— Providing Professional & Business services	3	
	B ——— Light Industry	4	
	C ——— Heavy Industry	5	
	A ——— Agriculture, distribution, retailing, storage, warehousing, private transport/ mining/quarrying	6	

NOTES FOR INTERVIEWER

IF NECESSARY EXPAND THE DESCRIPTION ABOVE.

E - Public Non-Commercial	Public bodies not required to operate in a commercial manner and make a profit - e.g. local councils, Probation service, Dept. of Employment, Hospital, government committees etc.
D - Public Commercial	Nationalised industries - gas, electricity, rail, coal, nationalised transport, water, i.e. they are organised on a commercial basis.
F - Business & Professional Services	Solicitors, accountants, banks, insurance brokers, estate agents, con consulting engineers, design consultancy, etc. etc.
B - Light Industry	Food, drink, textiles, clothing, paper, instruments etc.
C - Heavy Industry	Oil, chemicals, metals, shipbuilding, vehicles, bricks, pottery. NOT MINING OR QUARRYING. Electrical etc.
A -	PRIVATE transport and mining as opposed to nationalised/public transport and mining, which go into category D.

Q.2a. Approximately how many employees are there at your site?

WRITE IN ACTUAL NUMBER _____
THEN RING APPROPRIATE CODE

		COL	ROUTE
		17	
	0 - 10	1	
*Yellow	11 - 20	2	
	21 - 50	3	
	51 - 100	4	
*Blue	101 - 200	5	
	201 - 500	6	
	501 - 1000	7	
*Green	1001 or more	8	

*CHECK WITH CLASSIFICATION ON FRONT.
RE-CODE IF NECESSARY.
WHERE SIZE NOT GIVEN ON FRONT COVER CODE AT BOTTOM.

INTERVIEWER

At the beginning of each work session check with the supervisor as to what you must do if Q's 1 and 2 conflict with the classification on page 1.

Q.2b. You say there are ..... employees on this site. Approximately what proportion of your employees fit into each of these occupational categories?

READ OUT. WRITE IN.

	No.	%	OFFICE USE
Senior management	____	____	1 (18)
Middle management	____	____	1 (19)
Junior management	____	____	1 (20)
Secretarial/Clerical	____	____	1 (21)
Technical	____	____	1 (22)
Manual	____	____	1 (23)
Others (WRITE IN) _____	____	____	1 (24)
	____	____	
TOTAL	____	____	

Note If able to split seniority when groups bracketed together have done so. If not coded as D/K.

INTERVIEWER ACCEPT WHOLE NUMBERS OR PERCENTAGES, BUT CHECK THEY ADD UP TO THE TOTAL SHOWN AT Q.2a. OR ADD TO 100%.

Cds 18-24

0 = Nil
1 = 1-19%
2 = 20-29%
3 = 30-39%
4 = 40-49%
5 = 50-59%
6 = 60-69%
7 = 70-79%
8 = 80-100%
9 = DK.

ROUTE TO Q.3a.

Q.3a. Which of these descriptions best fits your present office/factory site? READ OUT.

	COL	ROUTE
	25	
Sole location of organisation in U.K.	1	*
Organisation's head office	2	#
Organisation's regional head office	3	
Branch office	4	
Other (WRITE IN) _____	5	

* IF SOLE LOCATION OF ORGANISATION ROUTE TO Q.4. OTHERS (CODED 2 - 5) ROUTE TO Q.3b.

Q.3b. How many locations/sites in the U.K. does your organisation work from?

9 = DK NA

8 = Replies in terms of all cos. in conglomerate (Q3b+3c)

	26	
One	1	)
Two	2	)
Three or four	3	) Q.3c.
Five to ten	4	)
Eleven or more	5	)

Q.3c. How many people work for the organisation as a whole?

	27	
0 - 10	1	
11 - 20	2	
21 - 50	3	
51 - 100	4	
101 - 200	5	
201 - 500	6	
501 - 1000	7	
1001 or more	8	
DK | NA	9	

IF HEAD OFFICE - ROUTE TO Q.4. OTHERS (CODED 3 - 5 AT Q.3a) ROUTE TO Q.3d.

Q.3d. Where is the Head Office located?

Street _____

Code frame

Town _____

P.

County _____ Post code _____

ROUTE TO Q.4.

OFFICE USE

(28) 99 Missing

(29) Undue

(30) Question missed

LONG DISTANCE BUSINESS TRIPS

I would now like to discuss the types of long distance trips employees make in the course of work. By long distance I mean trips of OVER 50 MILES. Please exclude goods delivery trips.

Thinking separately about each of the categories of employees we discussed earlier - in an average month, how many long distance business trips (50 or more miles) would each category of staff make?

Q.4a. Now first of all, Senior Management - on average in a month, how many long distance business trips would they make?

ASK FOR EACH CATEGORY IN TURN AND CODE REPLIES IN APPROPRIATE BOX.

CATEGORY	NONE	1, 2, 3	4 OR MORE	COL	ROUTE
Senior Management	0	1	2	31	9= DK/
Middle Management	0	1	2	32	
Junior Management	0	1	2	33	
Secretarial/Clerical	0	1	2	34	Q.4b.
Technical	0	1	2	35	
Manual	0	1	2	36	
Other (IF MENTIONED AT Q.2b.)	0	1	2	37	

Q.4b. About how many people at your site make on average one or more long distance business trips of over 50 miles in a month?

Exact no. with leading zeros

(WRITE IN) 99= Over 98

OFFICE USE

☐ (38)

☐ (39)

ROUTE TO Q.5a.

Q.5a. Which of the following destinations account for the largest proportion of travel from your site? READ OUT.

		COL	ROUTE
Going to Head Office		40	
Going to Regional Office		41	
Going to Branch Office		42	
Going to see client/customer		43	Q.5b.
Others (WRITE IN) _____		44	
_____			

CODE [1] IN APPROPRIATE BOX

Q.5b. And which is the next most important?

Must be 1 on cols 40-44
Could be 2 " " " "

CODE [2] IN THE APPROPRIATE BOX ABOVE

If NA | Refused Blank on cols 40-4

ROUTE TO Q.6.

Q.6. Do any of the staff at your site have -

	COL	ROUTE
COMPANY cars solely for their own use	45	
Yes	1	)
No	2	)
		)
POOL cars when required	46	) *
Yes	1	)
No	2	)

INTERVIEWER REFER TO DEFINITION OF COMPANY & POOL CAR IN INSTRUCTIONS IF NECESSARY.

* IF NEITHER COMPANY NOR POOL CAR, ROUTE TO Q.9. NA 9
IF ONLY POOL CAR, ROUTE TO Q.9.
IF BOTH POOL AND COMPANY CAR, ROUTE TO Q.7. Extra info 8
IF ONLY COMPANY CAR, ROUTE TO Q.8a.

IF ORGANISATION HAS BOTH COMPANY & POOL CARS

Q.7. What categories of staff have a company car or access to a pool car? READ OUT. Note if both punch sometimes extra comments.

*	COMPANY CAR	COL	POOL CAR	COL
Senior Management	1	47	1	48
Middle Management	1	49	1	50
Junior Management	1	51	1	52
Secretarial/Clerical	1	53	1	54
Technical	1	55	1	56
Manual	1	57	1	58
Other (If mentioned at Q.2b)	1	59	1	60

ROUTE TO Q.8a.

IF ORGANISATION HAS COMPANY CAR(S)

Q.8a. Are COMPANY CAR users encouraged to use the car for all long distance business trips?

	COL	ROUTE
	61	
Yes	1	Q.8b.
No	2	
Depends (usually extra info)	8	
DK/NA	9	

Q.8b. How are users reimbursed for use of COMPANY cars? READ OUT.

MULTI-CODING PERMITTED

	COL	ROUTE
Mileage rate	1 (62)	Q.8c.
Free petrol ← Free petrol for Business	1 (63)	)
* Maintenance costs	1 (64)	)
Tax	1 (65)	)
Car insurance	1 (66)	) Q.8d.
Other (WRITE IN) DK	1 (67)	)
Extra info.		)

Q.8c. What is/are the mileage rate(s)?

RECALL ALL RATES

Exact cost with leading zeros.

72+73 99 = DK

98 = Extra info.

If codes on all three could be extra info not coded.

ROUTE TO Q.8d.

OFFICE USE

[ ][ ] (68) (69)

[ ][ ] (70) (71)

[ ][ ] (72) (73)

Q.8d. Are COMPANY CAR users permitted to use and claim for other means of travel if the COMPANY CAR is a reasonable alternative for a long distance business trip?

	COL	ROUTE
	74	
Yes	1	Q.9.
No	2	
Depends	8	
DK/NA	9	

ASK ALL

Q.9. Does your organisation have .... (READ OUT)

	COL	ROUTE
	75	
A formal written document on travel policy	1	Q.10.
An informal standard practice (not written down) on travel policy	2	Q.10.
No travel policy	3	Q.10.

D/K. 9

Q.10. Which categories of employee would be reimbursed the cost of using the following means of travel on long distance trips in the U.K?

First of all, senior management - would they be reimbursed for air travel, 1st class rail, 2nd class rail, own* car, coach, any others?

ASK FOR EACH CATEGORY IN TURN AND CODE THOSE MEANS OF TRAVEL THAT WOULD BE REIMBURSED.

Blank = No long distance trips / None used. DK/NA whole question.

[2][1][7][5][2][ ][ ][ ] (1) - (8)

9 on last col = DK/NA

Extra info.

	AIR	1ST RAIL	2ND RAIL	OWN* CAR	COACH	OTHER (WRITE IN)	
Senior Management	1	1	1	1	1	1	(11) - (16)
Middle Management	1	1	1	1	1	1	(17) - (22)
Junior Management	1	1	1	1	1	1	(23) - (28)
Secretarial/Clerical	1	1	1	1	1	1	(29) - (34)
Technical	1	1	1	1	1	1	(35) - (40)
Manual	1	1	1	1	1	1	(41) - (46)

* SEE INTERVIEWER INSTRUCTION.
STRESS 'OWN CAR' ENTIRELY OWNED BY EMPLOYEE - NOT COMPANY, NOT POOL CAR.

ROUTE TO Q.11a.

Q.11a. How is the level of reimbursement decided? READ OUT.

MULTI-CODING PERMITTED

	COL	ROUTE
Fixed at cost of reasonable public transport service	1 (47)	)
Ticket issued / Travel warrant issued for ticket	1 (48)	)
Reimbursement of actual cost	1 (49)	) Q.12.
Company held credit card	1 (50)	)
Fixed at company car mileage allowance	1 (51)	)
Fixed at OWN car mileage allowance	1 (52)	Q.11b
Other (WRITE IN DETAILS) _____	1 (53)	Q.12.
_____ DK	9	
_____		
_____		

IF OWN CAR MILEAGE MENTIONED

Q.11b. What is/are the mileage rate(s) for ... (READ OUT)

- necessary travel in own car
RECORD ALL RATES

_____ OFFICE USE

_____ ☐☐ (54) (55)

Exact rate coded with leading zeros. _____ ☐☐ (56) (57)

Cols 58+59 99 = DK/NA _____ ☐☐ (58) (59)

98 = other/extra comment.

ASK FOR BOTH

- discretionary travel in own car
RECORD ALL RATES

_____ OFFICE USE

_____ ☐☐ (60) (61)

Cols 62+63 99 = DK/NA _____ ☐☐ (62) (63)

98 = other/extra comment.

_____

ASK ALL

Q.12. Whether or not you have a travel policy, who decides what means of travel will be used for particular trips?

Note: where both coded sometimes a comment.

	COL	ROUTE
Individual concerned	1 (64)	
The organisation	2 (65)	Q.13a
P.	8 Other	
	9 DK/NA	
	66	

Q.13a. Has the organisation travel policy changed in any way in the last few years?

Yes changed	1	Q.13b
No	2	Q.13c
other / Extra comment	8	
DK/NA.	9	

		COL	ROUTE
Q.13b.	IF YES In what way - and why? RECORD VERBATIM. PROMPT Has the economic recession affected company policy? - In what way?		
	Code frame		
			Q.13c.
Q.13c.	Do you foresee any change in your organisation's travel policy?	67	
	Yes	1	Q.13d.
	No	2	Q.14.
	Depends/Extra Comment.	8	
Q.13d.	In what way? RECORD VERBATIM. PROBE Anything else?		
	DK.	9	
	Code frame.		
			Q.14.

ASK ALL

	COL	ROUTE
	68	

Q.14. Usually how would a member of your organisation make a day business trip from your site to ... (READ OUT)

RING APPROPRIATE CODE

(TYNE & WEAR INTERVIEWS)	Central London	1	Q.14a
(LONDON INTERVIEWS)	Newcastle	2	

ASK FOR SENIOR STAFF, THEN OTHER STAFF.

Q.14a. First Senior Staff

READ OUT			
	Air	Give relevant airport _____	1 (69)
69-73 Blank = Senior staff do not go to London/Newcastle	1st Rail	Give station _____	1 (70)
73|1 = Extra info.	2nd Rail	_____	1 (71)
	Car		1 (72)
Other (WRITE IN)		_____	1 (73)

Q.14b. And now other staff

READ OUT			
	Air	Give relevant airport _____	1 (74)
74-78 Blank = Other staff do not travel to/ London/Newcastle	1st Rail	Give station _____	1 (75)
78|1 = Extra info.	2nd Rail	_____	1 (76)
* 78|9 = Nobody travels to London/Newcastle	Car		1 (77)
Other (WRITE IN)		_____	1 (78)
78|8 = D|K.			

3	1	7	4	2			

(1) - (8)

Q.15. Now suppose a first class (only) premium accelerated rail service between London/Newcastle was introduced, saving one hour's travel time on the round trip. Compared with their usual means of travel (just mentioned), would senior staff be allowed to use the service if the extra cost was £5 ..... was £20 ..... was £50.

And what about other staff?

* Blank = not applicable.

RING ONLY AT PRICES PERMITTED.

	PERMITTED AT £5 EXTRA	PERMITTED AT £20 EXTRA	PERMITTED AT £50 EXTRA
Senior staff	1 (11)	1 (12)	1 (13)
Other staff	1 (14)	1 (15)	1 (16)
OFFICE USE	1 (17)	1 (18)	1 (19)

19\|9 = D\|K (to whole question)

19\|8 = Extra info.

Q.16. It would be useful to us if we could have some indication of the average salary/earning of the different categories of employee.

Would you please give an average to the nearest £1000 for each category.

READ OUT EACH CATEGORY:

SENIOR MANAGEMENT
MIDDLE MANAGEMENT
JUNIOR MANAGEMENT
SECRETARIAL/CLERICAL
TECHNICAL
MANUAL

First Senior Management Refused = 1 on 1st col.

	SENIOR M'MENT	MIDDLE M'MENT	JUNIOR M'MENT	SECRETARIAL /CLERICAL	TECHNICAL	MANUAL
	(20)	(21)	(22)	(23)	(24)	(25)
Up to £2000	2	2	2	2	2	2
£3000	3	3	3	3	3	3
£4000	4	4	4	4	4	4
£5000	5	5	5	5	5	5
£6000	6	6	6	6	6	6
£7000	7	7	7	7	7	7
£8000	8	8	8	8	8	8
£9000	9	9	9	9	9	9
£10,000	0	0	0	0	0	0
	(26)	(27)	(28)	(29)	(30)	(31)
£11,000	1	1	1	1	1	1
£12,000	2	2	2	2	2	2
£13,000	3	3	3	3	3	3
£14,000	4	4	4	4	4	4
£15,000	5	5	5	5	5	5
£16,000	6	6	6	6	6	6
£17,000	7	7	7	7	7	7
£18,000	8	8	8	8	8	8
£19,000	9	9	9	9	9	9
£20,000 & over	0	0	0	0	0	0

NEGOTIATION

We should like to send a self-completion questionnaire to members of your organisation who have made a long distance business trip of 50 miles or over in the preceding month.

A FREE POST envelope (no stamp required) would be provided to return each completed questionnaire to the Institute. All information would be confidential - the questionnaire is anonymous.

Would you nominate a person in your organisation to whom we could send the questionnaire, who would be responsible for distributing them to members of your staff who have made a long distance business trip over 50 miles in the preceding month.

RECORD NAME OF NOMINEE _____

ADDRESS _____

_____

_____

TELEPHONE _____ Extension _____

OR

TICK IN BOX IF QUESTIONNAIRES TO BE SENT TO RESPONDENT ☐

☐ A

DURING NEGOTIATION you MUST USE the following at an appropriate moment:

"If you would like more details of the research please feel free to contact either Dr. Ian Johnson or Dr. Tony Fowkes on Leeds (0532) 431 751 Ext. 7211".

B

If it would also help to secure the respondent's co-operation you CAN make an offer -

"A summary of the findings of the research will be available from Dr. Johnson if you would like us to send you a copy".

TICK IF SUMMARY REQUIRED

C

If you think even more help might persuade a hesitant (but much needed) respondent to co-operate, you CAN say -

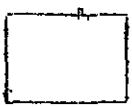
"A letter giving more details of the research explaining how it is carried out and what it hopes to achieve can also be obtained from Dr. Johnson".

TICK IF LETTER REQUIRED

FINALLY

Refer to Q.9a. and if the organisation has a formal written document on travel policy, ask if it would be possible for Dr. Johnson at the Institute to have a copy. If they agree, give Dr. Johnson's address:

Dr. I. Johnson
Institute for Transport Studies
The University of Leeds
LS2 9JT

TICK IF AGREED TO SEND 

THIS IS EXPERIMENTAL - IF IT PROVES DIFFICULT OR AWKWARD, REPORT TO SUPERVISOR. DO NOT PERSIST.

THANK RESPONDENT AND CLOSE.