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 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
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.
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.

<table>
<thead>
<tr>
<th>Size of population (total workforce)</th>
<th>Good (error range +/- 5%)</th>
<th>O.K. (error range +/- 7%)</th>
<th>minimum (error range +/- 10%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 500 workers</td>
<td>217</td>
<td>141</td>
<td>81</td>
</tr>
<tr>
<td>1000 workers</td>
<td>278</td>
<td>164</td>
<td>85</td>
</tr>
<tr>
<td>1500 workers</td>
<td>306</td>
<td>173</td>
<td>90</td>
</tr>
<tr>
<td>2000 workers</td>
<td>322</td>
<td>179</td>
<td>92</td>
</tr>
<tr>
<td>5000 workers</td>
<td>357</td>
<td>189</td>
<td>94</td>
</tr>
<tr>
<td>10'000 workers</td>
<td>370</td>
<td>192</td>
<td>95</td>
</tr>
<tr>
<td>&gt;20'000 workers</td>
<td>377</td>
<td>194</td>
<td>96</td>
</tr>
</tbody>
</table>

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

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.

The questionnaires are absolutely anonymous. The workers do not have to put down their names on the questionnaires.
The Service provider will then conduct a standardized analysis of the data gathered in the questionnaires. 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. In addition, the report will contain a commented comparison between the Managements Self-Evaluation and the workers’ survey.
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 a 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.