

iris

International Research InstituteS



Work Life Balance – a global issue

About IriS

Global Reach, Local Experts

IriS is a network of market research companies from 27 different countries covering the 4 continents.

Membership is limited to those who pass stringent quality standards and have sufficient international research experience.

All members have a long history of providing effective solutions for business and institutional research requirements, offering unrivalled expertise, global reach and the capacity to meet client requirements almost anywhere with the maximum flexibility.

IriS really is able to “be global and think local”.

www.irisnetwork.org

In Ireland, Behaviour & Attitudes is the local member, and Larry Ryan is the agency contact. Larry has served as a member of the Global Council of IriS since 1999.

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introduction and background

This study is an important project for IriS and for the business community around the world because it shows work/life balance is a global issue.

Clearly something has occurred to work/life globally and it is impacting people in many ways.

This study shows that the work/life issue (and the extent of the issue) impacts on health, personal relationships and people's private lives and has 'flow on' effects in many other areas.

We hope that readers will find these insights into the issue of work/life balance helpful in encouraging thinking and potential responses.

The study involved the IriS network around the world with 24 independent consultancies undertaking the survey.

IriS members share the same values of producing high quality work and an intense curiosity for emerging issues affecting people everywhere. It is this that has inspired the study on the emerging work life balance issue.

participating countries

Country	Number of interviews Un-weighted
Australia	500
Brazil	476
Canada	513
China	600
Denmark	465
France	500
Germany	501
Greece	515
Ireland	403
Japan	3000
Korea	500
Mexico	500
Norway	255
Poland	500
Portugal	400
Romania	500
Russia	506
Spain	500
Sweden	263
Switzerland	504
Thailand	500
The Netherlands	419
United Kingdom	500
USA	512
Total	13,832

This table shows the number of interviews conducted in each country. All the results and graphics were weighted up/down to 1000 interviews in each country, rather than to a global population target. (Had a population target been used the responses from China, the USA and the larger countries would have swamped those for smaller countries).

study objectives

Gauge the extent of the work/life balance issue...

- What does it mean to people
- How widely is it experienced and for how long

Gauge the impact of the work/life balance issue...

- Health
- Personal relationships
- Private life

What contributes to a negative work/life balance...

- Is it hours worked, commuting time, not enough holidays etc

What solutions are there...

- To change work arrangements
- To involve technology
- Through government intervention

Has there been any attempts to address the issue...

- Extent of attempts to change and how effective have they been

study design

Stage 1 – Strategic survey development

The survey development involved a number of consultancies across the world. It was enhanced until it was felt issues from a number of different economies were adequately covered.



Stage 2 – Interviewing

Interviewing involved the collection of a random population sample of adults, aged 18 years and over, in each country. It was collected by telephone interviews, face-to-face and on-line. Fieldwork in Ireland was face-to-face.



Stage 3 – Analysis and reporting

Involved cross tabulation and scatterplots

who was interviewed?

The total sample (all 24 countries) is distributed as follows.

Geography

- Urban - 45%
- Suburban - 18%
- Small/medium town - 24%
- Rural - 14%

Gender

- Male - 45%
- Female - 55%

Socio-economic status

- Professional - 10%
- Managerial - 19%
- White collar - 50%
- Blue Collar - 10%
- Unskilled - 6%
- Unemployed - 5%

Variety of age groups...

- 18-25 years - 12%
- 26-35 years - 26%
- 36-45 years - 27%
- 46+ - 35%

Marriage status

- Single - 28%
- Married/living as a couple - 63%
- Widowed/separated/divorced - 9%

Each country has designed its sample based on the distribution of the full time working population by gender and age. For this reason, the sample distribution by age and gender within each country is slightly different.

key results

Highlights: Irish Perceptions Of Work/Life Balance Are Remarkable

- Work/Life balance is hardly an issue in Ireland and has considerably less impact than elsewhere. We aim for broad 'quality of life' and complain only a little about hours worked and commuting difficulties.
- However, the Irish view is highly coloured by the much greater proportion of Irish full time workers who are men. The study ignores the probable impact on part-time working women: an important group in Ireland (and an idiosyncrasy of our economy).
- We complain little about workplace issues (and specifically, pay) compared to other countries and are more loyal to, and supportive of, our management's decision making and strategic choices than in almost any other country.
- Few would like to work from home, or to change their work routine very much (in comparison with other countries) and we are almost unique in not recognising the potential of technology to address work/life balance issues. However, this may merely reflect the shortcomings of our technological infrastructure (and particularly of internet).

Balance between work and private life
(Total n=24000)
Weight on



Completely balanced
31%
n=7522

Some balance
54%
n=12665

**Not balanced or
not balanced at all**
15%
n=3797

41% consider
work/life balance
an issue

74% consider
work/life balance
an issue

Balance between work and private life
(Total n=24000)
Weight on

Completely balanced 31% n=7522		Some balance 54% n=12665		Not balanced or not balanced at all 15% n=3797	
IMPACTS ON...	MAIN PROBLEMS RIGHT NOW..	IMPACTS ON...	MAIN PROBLEMS RIGHT NOW..	IMPACTS ON...	MAIN PROBLEMS RIGHT NOW..
23% agree that it negatively impacts on health	16% not getting enough holidays/paid time off	35% agree that it negatively impacts on health	27% number of hours worked	67% agree that it negatively impacts on health	51% no flexibility in working hours
17% agree that it negatively impacts on relationships	15% time it takes to travel/commute to work	27% agree that it negatively impacts on relationships	24% no flexibility in working hours	56% agree that it negatively impacts on relationships	34% no flexibility in working hours
16% agree that work interferes with family/private life	15% no flexibility in working hours	34% agree that work interferes with family/private life	23% not getting enough holidays/paid time off	65% agree that work interferes with family/private life	33% not getting enough holidays/paid time off
14% agree that private/family life interferes with work	13% not getting enough unpaid time off	17% agree that private/family life interferes with work	21% time it takes to travel/commute to work	23% agree that private/family life interferes with work	29% number of hours worked
52% agree that government should legislate to better work/life balance	13% number of hours worked	55% agree that government should legislate to better work/life balance	17% not getting enough unpaid time off	54% agree that government should legislate to better work/life balance	25% not enjoying the work

key findings

key findings

Excluding the completely balanced, 49% claimed work life balance was an issue for them. However, the intensity of the issue in their lives varied – 4% said they were 'not at all balanced', 12% 'not balanced', 53% 'not completely balanced'.

As a result of this imbalance 56% of those surveyed claimed to have actively made changes in their life in the last two years to try and improve it. 33% have changed their jobs and many others see starting their own business or retiring as possible solutions.

Other solutions were to have greater flexibility in their working hours (60%), to be able to work from home some or all of the time (42%) and to get access to information, start their own business (31%) and advice on how to achieve a better work life balance (29%).

implication

Clearly something has occurred to work/life balance globally.

With growing 'skills shortages' in many countries and with work life balance issues dissatisfying employees – organisations will need to change and assist their staff in managing a better work life balance if they want to retain them.

People want more control and an ability to better manage their work life balance.

key findings

key findings

People have access to many technologies including mobile phones (88%), Desktop computers (76%), Digital cameras (51%), Instant messaging (35%), laptop computer (35%) and MP3 players (35%).

While technology is being used and some thought it could assist, 34% of those interviewed believed 'none' of the technologies tested can help achieve a better work life balance.

The people want Government intervention with 54% of those interviewed, agreeing.

implication

Clearly technology is being used and more will be purchased according to those interviewed.

A significant amount of work needs to be done in adapting work practices and more flexibility needs to be built into the technology itself if the real benefits of technology can be applied.

Whether it's because they feel organisations won't do anything or whether it's because they realise that to achieve work life balance you need some Government initiative, some organisational initiative and some personal change.

detailed findings

Work/Life Balance – The Irish Angle

In Complete Balance: Irish Third Highest

- 90% of full time workers in Ireland feel that they have achieved complete (50%), or some extent of (40%), Work/Life balance. This places the Irish workers in an enviable small group of countries, where workers feel they are coping better, and in a considerably more balanced position than workers in Britain, France and Germany, for example.

Work/Life Balance “an issue”: Irish Eight Lowest

- Just a third of Irish workers who have not achieved complete balance (or about 17% of all Irish full time workers) indicate that Work/Life balance is an issue for them.

Work/Life Balance issues coloured heavily by gender in Ireland?

- The Irish view of Work/Life balance is unusual, in that it is equated with achieving broad quality of life, and relates less than in many countries to achieving employer understanding, or broad flexibility (whether in work hours or towards home issues). This may merely be reflective of the fact that Irish full time workers are much more likely to be male than in many other developed economies.

16% in Ireland feel Work/Life imbalance has a negative impact on their health: Irish Lowest globally

- The Irish are bottom of the league in terms of suspecting that their Work/Life balance negatively impacts upon their health.

Work/Life Balance – The Irish Angle

Trouble at home?: Irish Lowest

- Work/Life balance impacts on just one person in eight's relationship or family in Ireland. 1 in 7 in Ireland feel that work intrudes on their private or family life.

Irish close to global average vis-à-vis need for legislation

- 56% in Ireland would favour legislation to ensure better work/life balance. In Britain, France and Germany the desire for legislative change is much greater.

Hours worked & commuting time the significant factors in Ireland

- Two thirds of Irish workers feel that hours worked primarily contributes to work/life imbalance. Commuting time is a potential work/life issue for 52% and is the only aspect where the Irish are notably ahead of the global average. The British and French are considerably more exercised about in any other factors.

Fewer Irish workers dissatisfied with pay than in other countries

- However, few believe that they are personally disadvantaged in Ireland – 1 in 5 complain about hours worked and just 15% respectively about pay or commuting time.

Work/Life Balance – The Irish Angle

Fewer Irish workers have tried to take control of own situation

- Irish workers are below average in terms of having tried to positively influence their own work/life balance. Those who have tried to influence change have mainly tried to spend more time with family or friends, and fewer of us have tried to address the issue at work than in many countries.

Irish workers make lowest demands for flexibility or home working

- Although 26% of us would like more flexible hours, and this is our number one concern, we are globally least likely to make this demand, behind the French even. Only a fraction (11%) would like to work from home - far lower than the levels anywhere else.

In Ireland technology is not felt to be a solution (perhaps related to broadband deficiency?)

- Irish workers among the least likely to use desktop computers, lap top computers or iPods, and our propensity to buy new technology is very low it seems. With the exception of cell phones, we tend not to see technological solutions to work/life balance issues.

We score 7th for job satisfaction

- 92% of Irish workers are broadly satisfied with their jobs, with 39% very satisfied. Fewer are wholly satisfied than in Britain, Holland, Denmark or Switzerland, but we are ahead of the levels in Spain, France and particularly America or Germany.

Work/Life Balance – The Irish Angle

We tick more workplace boxes than most countries and have least causes for regret

- The Irish are more broadly 'very satisfied' with workplace recognition, work/life balance, their prospects for advancement and with their salaries than in most countries (and we are slightly above average for job security and having an interesting job). We are among the least likely globally to feel dissatisfied in any of these respects.

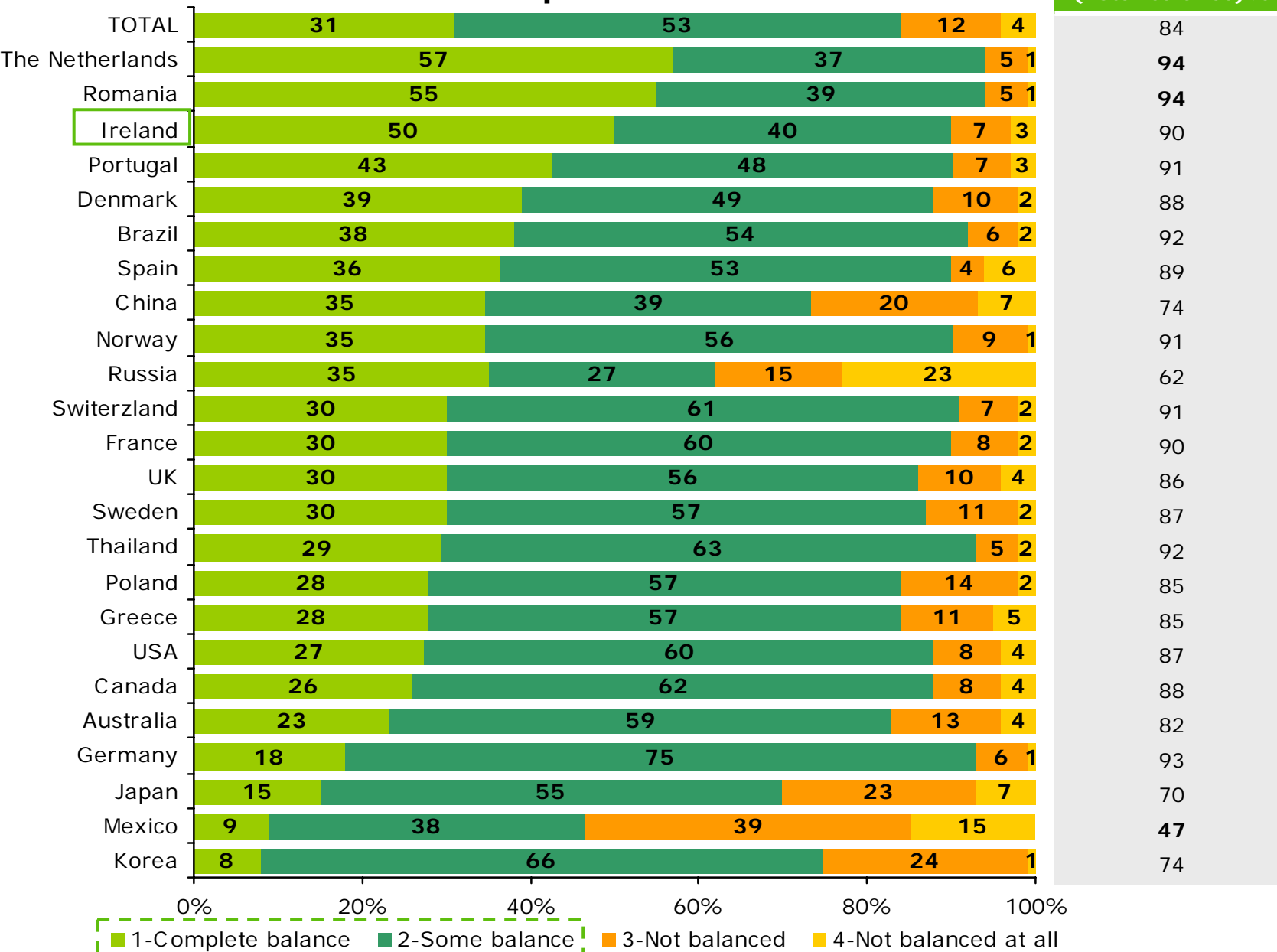
We trust our employers to make the right decision

- We tend to have very broad faith in our employers strategic view. Only 10% doubt their decision making ability, placing the Irish worker in a highly enviable frame of mind vis-à-vis employer support.

And we feel they generally do so – only in Portugal do they express greater faith in their Management

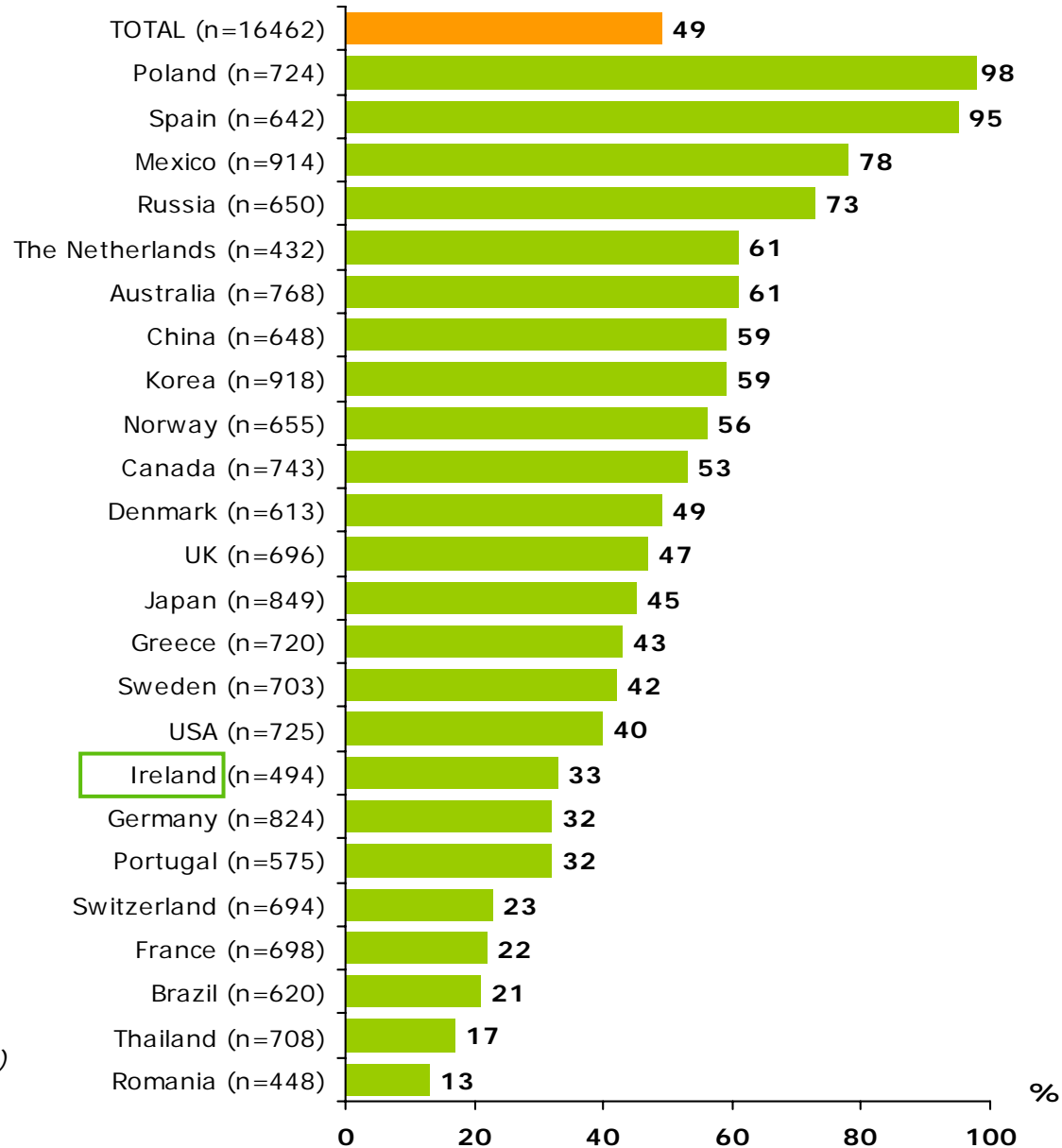
- Two thirds of us feel that our employers organisational strategy is right; only the Portuguese (enjoying a resurgence of confidence) are more bullish.

Extent of balance between work/private life



0% 20% 40% 60% 80% 100%
 1-Complete balance 2-Some balance 3-Not balanced 4-Not balanced at all

is work/life balance an issue for you?

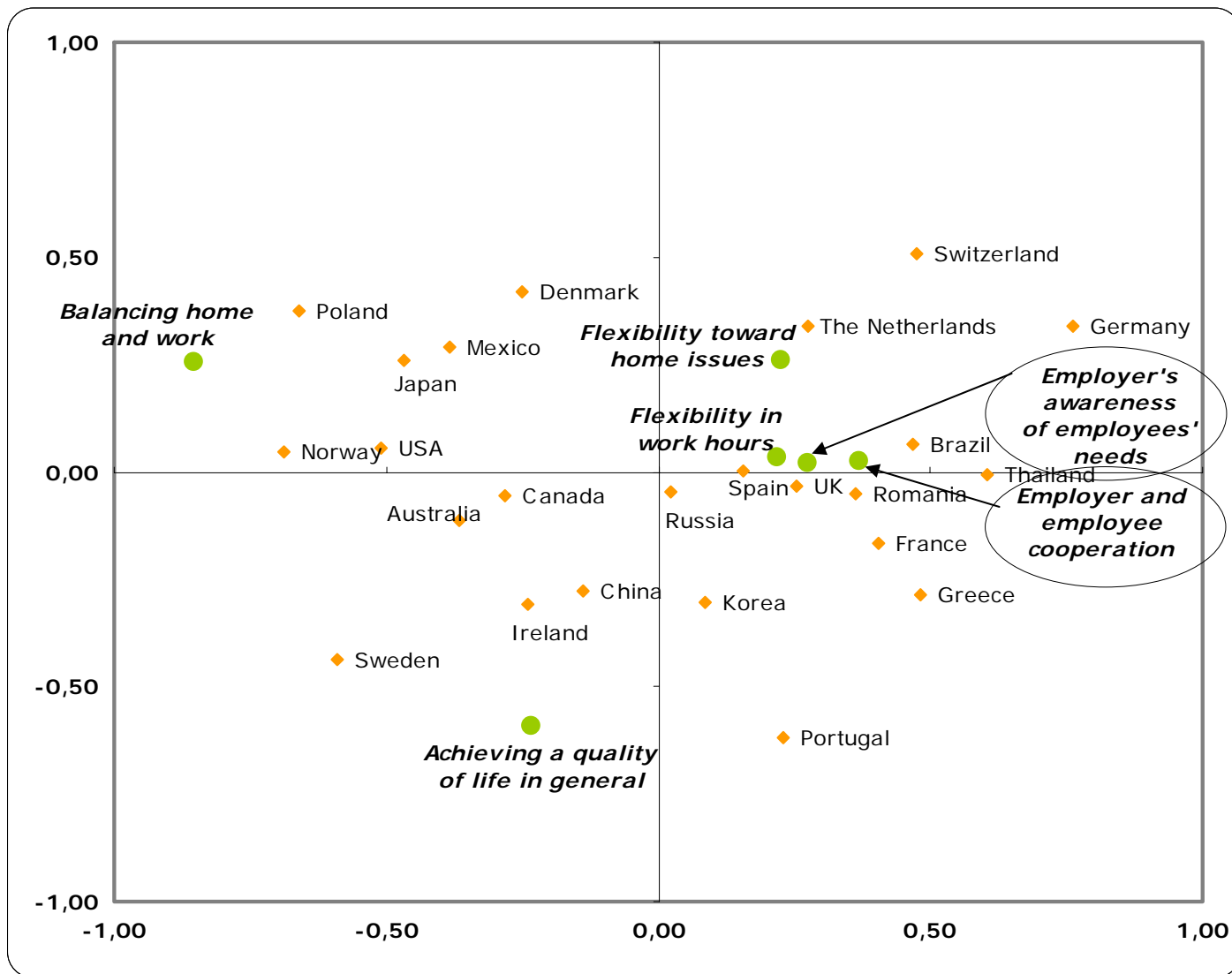


Bases: *Interviewees who answered 2, 3 or 4 at Q2 (graphic on the previous page)

what does work life balance mean?

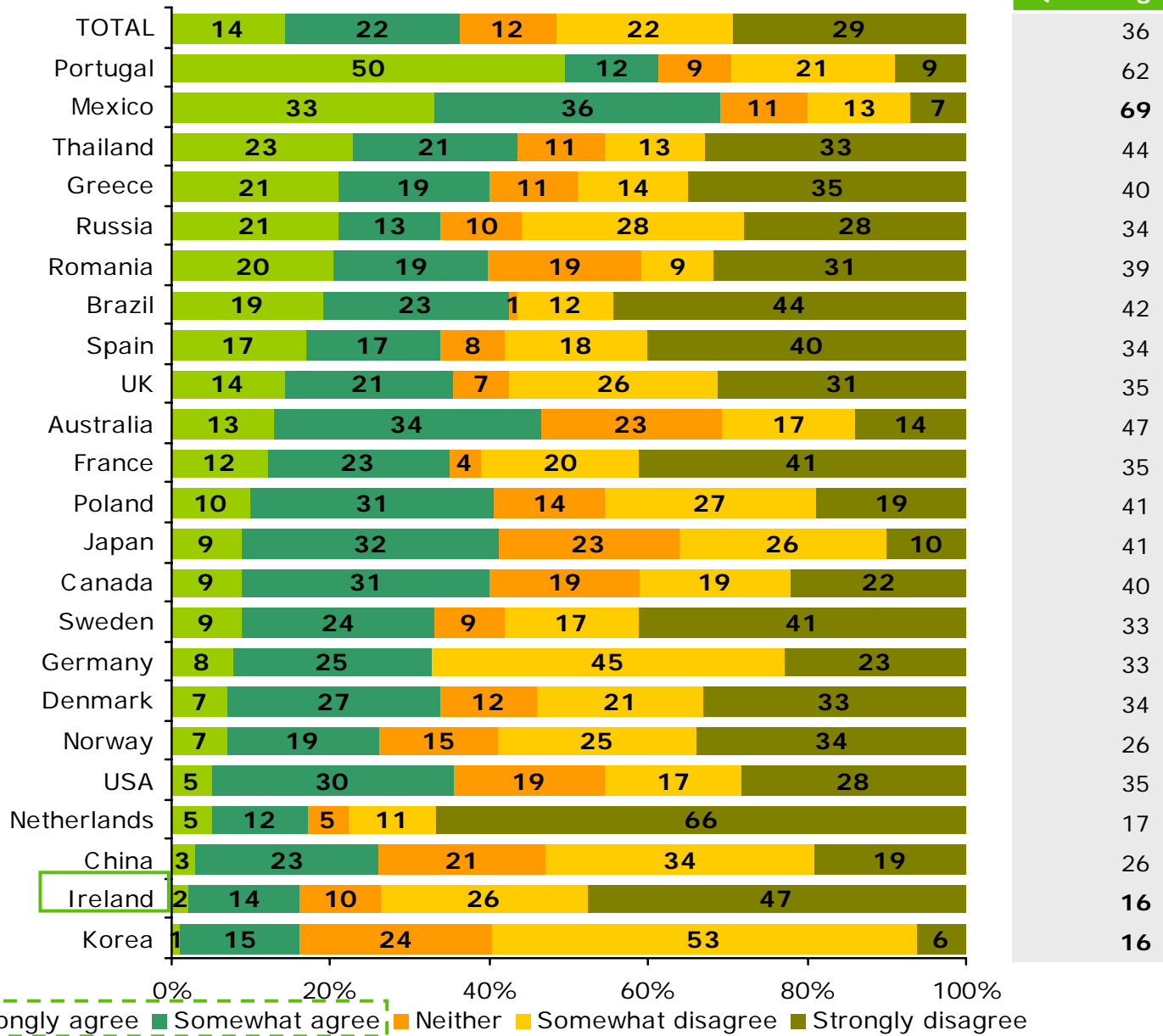
<i>Base: Total (Weight on)</i>	Balancing home/work giving weight to home issues	Achieving a quality of life in general	Employer and employee cooperation	Having flexibility on work hours	Flexibility toward home issues	Employers' awareness of employees' needs
	%	%	%	%	%	%
Total (n=24000)	61	58	46	46	46	46
Australia (n=1000)	71	59	39	40	31	38
Brazil (n=1000)	87	95	92	86	89	88
Canada (n=1000)	71	59	44	40	35	43
China (n=1000)	57	61	45	37	34	36
Denmark (n=1000)	46	24	17	17	38	17
France (n=1000)	70	85	81	65	69	77
Germany (n=1000)	41	45	76	65	61	57
Greece (n=1000)	66	89	83	68	70	77
Ireland (n=1000)	67	70	44	45	39	39
Japan (n=1000)	66	41	24	28	37	22
Korea (n=1000)	29	49	24	29	38	28
Mexico (n=1000)	48	27	4	28	31	14
Norway (n=1000)	53	27	4	10	7	9
Poland (n=1000)	76	35	27	16	26	25
Portugal (n=1000)	37	63	42	41	32	38
Romania (n=1000)	77	87	87	61	77	77
Russia (n=1000)	36	36	24	37	25	32
Spain (n=1000)	71	70	61	69	55	62
Sweden (n=1000)	44	41	14	6	1	7
Switzerland (n=1000)	67	52	78	66	64	70
Thailand (n=1000)	75	92	89	84	89	85
The Netherlands (n=1000)	73	61	75	58	64	66
United Kingdom (n=1000)	71	77	70	61	66	69
USA (n=1000)	79	54	39	33	29	38

what does work/life balance mean? - Homals



My work/life balance has a negative impact on my health...

TOP 2 BOXES
(Total agree)%



other impacts resulting from work/life balance...

TOP 2 BOXES (Total agree) <i>Base: Total (Weight on)</i>	My work/life balance has a negative impact on my relationships	My work interferes too much with my family/private life	My family/private life interferes with my work	The Government should legislate for better work/life balance
	%	%	%	%
Total (n=24000)	28	33	17	54
Australia (n=1000)	41	44	15	51
Brazil (n=1000)	24	35	29	85
Canada (n=1000)	33	29	12	52
China (n=1000)	16	28	12	69
Denmark (n=1000)	30	26	7	37
France (n=1000)	25	34	8	60
Germany (n=1000)	26	45	10	64
Greece (n=1000)	35	38	22	88
Ireland (n=1000)	12	15	5	56
Japan (n=1000)	27	25	13	47
Korea (n=1000)	11	18	9	44
Mexico (n=1000)	47	75	12	24
Norway (n=1000)	19	24	9	28
Poland (n=1000)	29	45	45	55
Portugal (n=1000)	73	58	70	11
Romania (n=1000)	30	31	21	72
Russia (n=1000)	25	17	19	68
Spain (n=1000)	30	28	19	86
Sweden (n=1000)	21	37	13	26
Switzerland (n=1000)	19	33	14	57
Thailand (n=1000)	26	29	17	84
The Netherlands (n=1000)	17	17	8	40
United Kingdom (n=1000)	31	35	14	71
USA (n=1000)	30	31	11	25

SCALE: 1- Strongly agree; 2 – Somewhat agree; 3- Neither; 4 – Somewhat disagree; 5 – Strongly disagree



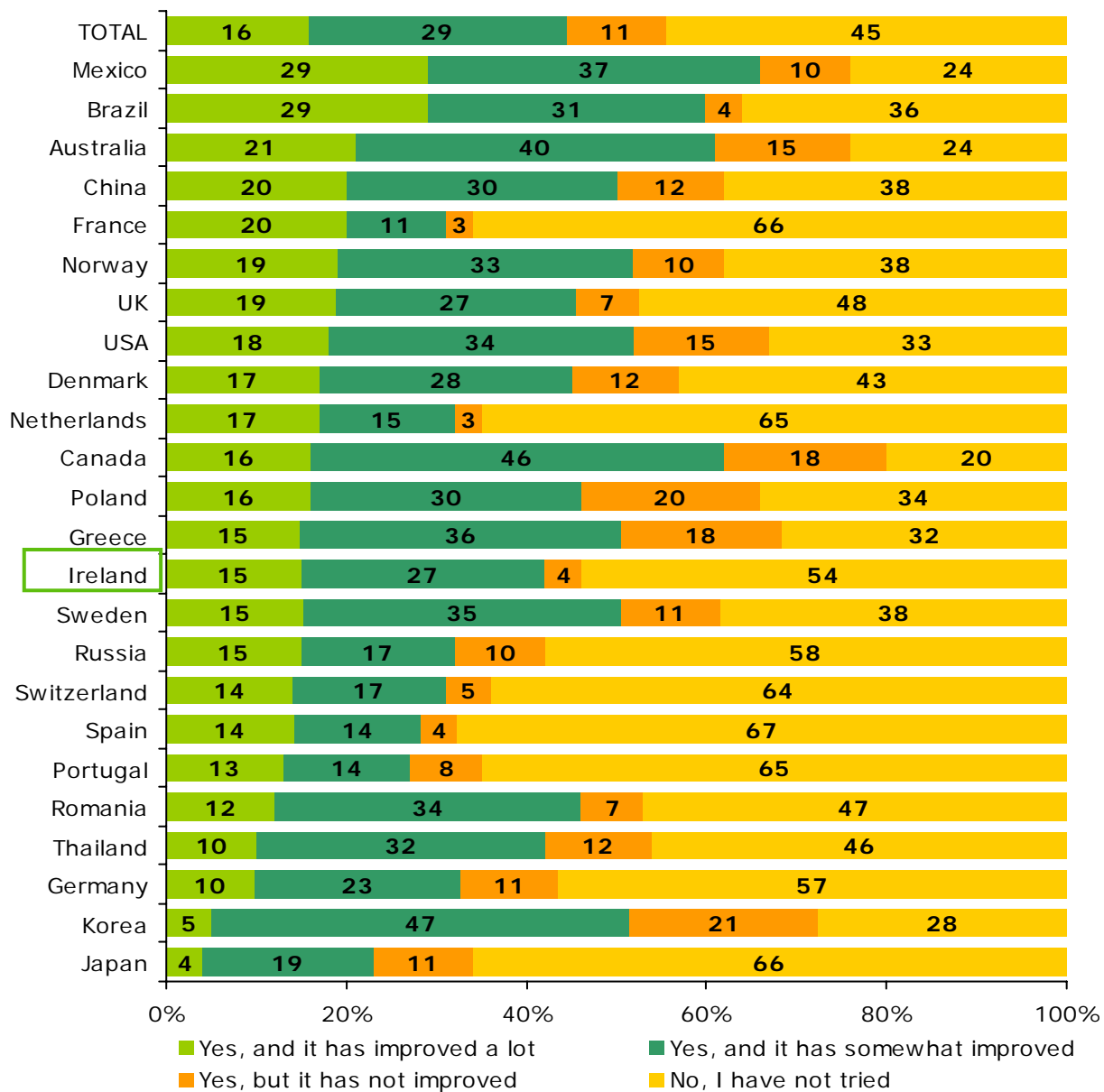
what exactly are the factors that contribute to an un-balanced work/life?

<i>Base: Total (Weight on)</i>	Hours worked	Dissatisfaction with pay	Commuting time	No flexibility in working hours for leisure	Not enjoying work	Not enough holidays	Caring for children	Caring for others (adults)	Not enough unpaid time off
	%	%	%	%	%	%	%	%	%
Total (n=24000)	62	53	45	44	43	39	34	30	28
Australia (n=1000)	82	39	52	44	38	37	24	15	20
Brazil (n=1000)	66	84	62	64	75	58	39	51	66
Canada (n=1000)	69	46	48	43	45	49	28	17	20
China (n=1000)	57	53	39	42	26	50	36	35	35
Denmark (n=1000)	62	24	33	31	33	12	25	2	4
France (n=1000)	70	85	73	64	79	45	54	55	39
Germany (n=1000)	42	61	37	39	46	16	15	11	3
Greece (n=1000)	82	87	65	74	80	68	72	57	51
Ireland (n=1000)	65	46	52	33	44	34	35	22	19
Japan (n=1000)	59	46	31	38	27	56	20	22	25
Korea (n=1000)	58	53	34	57	20	43	37	39	30
Mexico (n=1000)	47	18	56	17	15	29	17	16	25
Norway (n=1000)	64	25	33	25	26	11	12	7	5
Poland (n=1000)	61	55	25	34	32	29	22	12	34
Portugal (n=1000)	53	45	20	28	21	30	15	16	14
Romania (n=1000)	73	80	35	46	48	56	45	38	38
Russia (n=1000)	55	58	44	35	33	33	42	38	17
Spain (n=1000)	82	69	59	66	62	55	62	54	58
Sweden (n=1000)	53	35	34	32	48	20	7	5	5
Switzerland (n=1000)	40	50	37	42	48	30	26	26	16
Thailand (n=1000)	57	73	65	66	51	53	70	71	57
The Netherlands (n=1000)	46	37	37	39	40	23	33	26	30
United Kingdom (n=1000)	82	65	64	61	58	59	61	54	42
USA (n=1000)	68	47	46	41	47	41	25	19	18

which of these factors are a problem right now?

<i>Base: Those indicating agreement at Q3 (Weight on)</i>	Dissatisfaction with pay	Hours worked	No flexibility in working hours for leisure	Not enough holidays	Commuting time	Not enough unpaid time off	Not enjoying work	Caring for children	Caring for others (adults)
	%	%	%	%	%	%	%	%	%
Total	36	26	23	22	20	17	16	15	12
Australia	30	40	23	23	28	13	22	12	7
Brazil	45	27	29	25	30	31	19	16	16
Canada	35	25	22	29	19	16	20	13	6
China	43	37	23	30	29	23	16	21	17
Denmark	22	20	11	9	12	6	9	12	1
France	43	18	23	18	18	18	17	14	11
Germany	33	27	13	10	18	4	18	7	7
Greece	40	41	35	32	20	20	14	19	15
Ireland	15	21	12	13	15	7	4	5	2
Japan	38	26	15	28	12	17	18	9	8
Korea	44	42	47	37	29	28	14	30	32
Mexico	17	27	13	10	37	12	14	16	15
Norway	23	23	14	12	12	7	7	11	3
Poland	55	26	24	23	19	24	14	15	6
Portugal	42	26	24	24	17	15	12	14	14
Romania	59	23	38	41	25	35	28	32	35
Russia	61	27	31	36	29	18	32	36	39
Spain	41	34	38	29	25	33	23	19	14
Sweden	35	28	17	14	14	6	12	5	4
Switzerland	18	12	14	12	11	11	8	7	8
Thailand	32	19	31	18	17	16	13	15	22
The Netherlands	15	12	10	8	11	14	9	6	7
United Kingdom	40	26	29	37	26	30	22	22	12
USA	38	26	19	26	18	14	20	11	7

have people actively made changes to improve their work/life balance?



what changes have been made?

<i>Base: Those who had made changes at Q5 (Weight on)</i>	Spend more time with family and friends	Improve organisational skills	Refusing overloading with tasks	More flexibility in working hours	Take more holidays	Change job
	%	%	%	%	%	%
Total (n=13080)	45	44	38	36	35	33
Australia (n=762)	46	43	48	36	35	42
Brazil (n=641)	70	85	45	57	52	47
Canada (n=801)	48	43	60	28	42	40
China (n=625)	43	39	27	33	17	44
Denmark (n=572)	40	45	51	33	38	27
France (n=336)	69	82	39	63	46	23
Germany (n=435)	27	26	42	24	35	15
Greece (n=685)	23	25	24	20	28	21
Ireland (n=452)	43	31	20	20	36	19
Japan (n=335)	23	51	14	45	20	18
Korea (n=722)	46	21	22	43	32	35
Mexico (n=750)	41	45	24	27	33	36
Norway (n=620)	26	27	14	22	9	31
Poland (n=660)	78	72	37	56	52	34
Portugal (n=348)	29	35	19	19	23	32
Romania (n=526)	35	33	24	36	17	36
Russia (n=421)	41	40	26	29	32	49
Spain (n=330)	72	69	54	43	54	55
Sweden (n=616)	36	25	25	34	37	28
Switzerland (n=361)	63	50	55	51	47	47
Thailand (n=540)	43	38	52	29	45	29
The Netherlands (n=349)	46	13	53	35	28	23
United Kingdom (n=524)	31	37	65	25	35	27
USA (n=670)	36	48	42	33	24	37

what solutions are of interest?

THOSE WHO ARE VERY MUCH INTERESTED <i>Base: Total (Weight on)</i>	More flexible working hours	Working from home	Start own business	Information and advice	Retiring	Career break to study
	%	%	%	%	%	%
Total (n=24000)	41	29	28	26	23	19
Australia (n=1000)	56	39	24	14	22	19
Brazil (n=1000)	40	32	54	37	40	26
Canada (n=1000)	48	40	30	14	32	19
China (n=1000)	32	15	30	29	16	13
Denmark (n=1000)	45	29	11	9	10	14
France (n=1000)	28	28	29	30	41	26
Germany (n=1000)	56	37	16	10	15	8
Greece (n=1000)	36	36	39	51	49	12
Ireland (n=1000)	26	11	17	7	10	7
Japan (n=1000)	34	25	18	12	11	9
Korea (n=1000)	38	27	32	26	3	5
Mexico (n=1000)	29	15	21	10	8	42
Norway (n=1000)	44	28	14	9	5	21
Poland (n=1000)	36	33	30	29	19	5
Portugal (n=1000)	37	25	29	33	28	13
Romania (n=1000)	49	28	41	55	20	16
Russia (n=1000)	33	18	27	31	23	32
Spain (n=1000)	56	33	37	53	32	48
Sweden (n=1000)	45	31	14	15	12	13
Switzerland (n=1000)	41	28	32	30	26	26
Thailand (n=1000)	66	65	71	65	39	52
The Netherlands (n=1000)	24	21	16	17	24	9
United Kingdom (n=1000)	34	27	23	17	35	18
USA (n=1000)	39	36	21	12	30	12

what is the main solution to achieve a better work/life balance?

<i>Base: Total (Weight on)</i>	More flexible working hours	Working from home	Start own business	Information and advice	Part-time working
	%	%	%	%	%
Total (n=24000)	60	42	31	29	27
Australia (n=1000)	72	55	26	20	32
Brazil (n=1000)	70	56	68	66	56
Canada (n=1000)	62	68	41	25	27
China (n=1000)	45	19	38	36	11
Denmark (n=1000)	62	49	12	11	24
France (n=1000)	37	26	24	21	24
Germany (n=1000)	73	68	21	16	33
Greece (n=1000)	63	45	38	47	16
Ireland (n=1000)	44	11	13	9	10
Japan (n=1000)	74	35	16	21	11
Korea (n=1000)	69	45	42	47	26
Mexico (n=1000)	56	18	17	15	20
Norway (n=1000)	63	46	13	14	17
Poland (n=1000)	52	46	30	21	12
Portugal (n=1000)	53	15	19	15	16
Romania (n=1000)	76	49	57	61	44
Russia (n=1000)	45	16	21	18	24
Spain (n=1000)	69	41	37	41	40
Sweden (n=1000)	57	48	16	13	25
Switzerland (n=1000)	64	43	37	36	47
Thailand (n=1000)	90	74	79	80	59
The Netherlands (n=1000)	33	27	16	14	26
United Kingdom (n=1000)	64	41	30	27	29
USA (n=1000)	54	58	24	16	18

what technologies are currently used?

<i>Base: Total (Weight on)</i>	Mobile Phone	Desktop computer	Digital camera	Instant messaging	Laptop computer	MP3 player or Ipod
	%	%	%	%	%	%
Total (n=24000)	88	76	51	35	35	35
Australia (n=1000)	91	86	74	52	57	48
Brazil (n=1000)	88	71	45	47	15	31
Canada (n=1000)	75	92	63	53	34	33
China (n=1000)	80	81	55	50	29	54
Denmark (n=1000)	91	68	68	31	41	32
France (n=1000)	85	80	24	43	30	38
Germany (n=1000)	91	92	81	40	53	54
Greece (n=1000)	91	66	30	31	27	29
Ireland (n=1000)	93	55	41	15	30	22
Japan (n=1000)	90	77	65	21	67	31
Korea (n=1000)	98	95	64	32	14	36
Mexico (n=1000)	64	39	16	19	16	17
Norway (n=1000)	97	84	68	38	58	38
Poland (n=1000)	90	88	24	68	27	39
Portugal (n=1000)	83	60	23	33	28	19
Romania (n=1000)	90	62	28	34	10	33
Russia (n=1000)	87	64	33	20	19	29
Spain (n=1000)	95	73	61	46	36	46
Sweden (n=1000)	95	88	70	34	49	39
Switzerland (n=1000)	89	83	55	20	49	34
Thailand (n=1000)	94	68	58	25	24	50
The Netherlands (n=1000)	88	70	58	21	42	37
United Kingdom (n=1000)	91	79	64	36	46	37
USA (n=1000)	85	92	63	35	39	21

what technologies will be bought/used in the next 12 months?

<i>Base: Total (Weight on)</i>	Mobile Phone	Laptop computer	Desktop computer	Digital camera	MP3 player or I pod	Internet phone
	%	%	%	%	%	%
Total (n=24000)	28	24	24	22	15	11
Australia (n=1000)	40	43	35	35	29	14
Brazil (n=1000)	49	31	59	40	29	21
Canada (n=1000)	32	30	37	35	20	7
China (n=1000)	31	37	27	26	20	13
Denmark (n=1000)	35	24	20	24	15	10
France (n=1000)	1	9	5	2	2	1
Germany (n=1000)	37	29	36	33	20	17
Greece (n=1000)	19	21	19	12	7	5
Ireland (n=1000)	13	9	7	8	5	3
Japan (n=1000)	24	23	16	13	13	5
Korea (n=1000)	21	30	13	19	13	6
Mexico (n=1000)	18	13	15	27	17	12
Norway (n=1000)	13	21	7	9	10	14
Poland (n=1000)	31	36	30	27	24	23
Portugal (n=1000)	25	21	19	4	4	4
Romania (n=1000)	71	30	65	44	34	41
Russia (n=1000)	18	13	19	14	7	3
Spain (n=1000)	37	18	23	11	7	7
Sweden (n=1000)	30	32	21	27	23	13
Switzerland (n=1000)	45	32	44	34	20	15
Thailand (n=1000)	25	21	20	20	9	6
The Netherlands (n=1000)	16	14	15	15	10	8
United Kingdom (n=1000)	1	13	4	10	10	7
USA (n=1000)	29	29	31	29	15	3

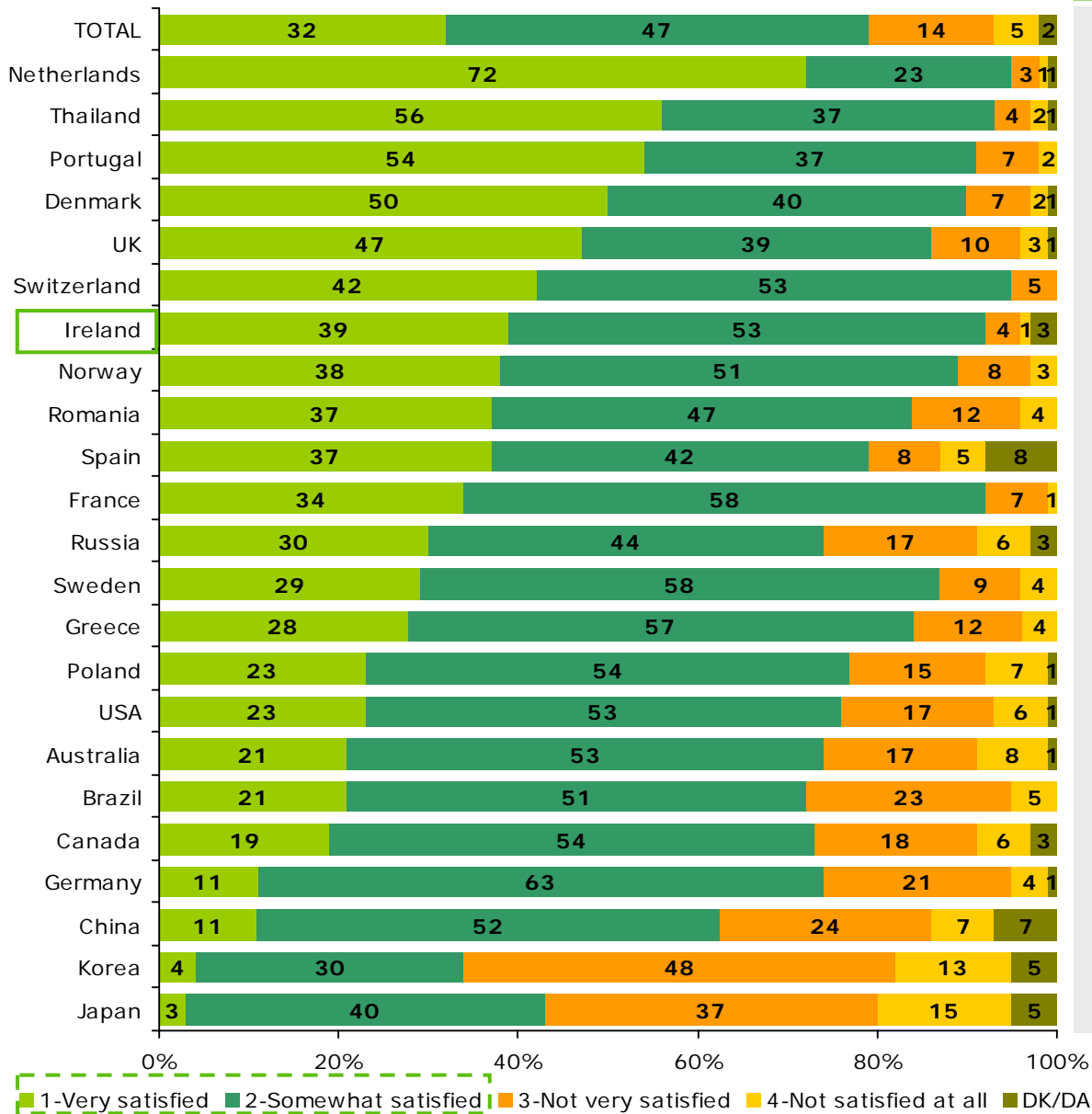
what technologies currently help to achieve a better work/life balance?

<i>Base: Total (Weight on)</i>	Mobile Phone	Desktop computer	Laptop computer	Instant messaging	Digital camera	None of these
	%	%	%	%	%	%
Total (n=24000)	59	42	25	14	13	16
Australia (n=1000)	46	39	38	18	13	20
Brazil (n=1000)	72	73	22	33	23	6
Canada (n=1000)	50	52	29	17	17	15
China (n=1000)	60	59	25	29	26	0
Denmark (n=1000)	61	47	34	8	9	15
France (n=1000)	37	33	16	8	2	37
Germany (n=1000)	43	40	24	8	8	33
Greece (n=1000)	53	37	26	18	8	24
Ireland (n=1000)	55	23	15	3	4	31
Japan (n=1000)	55	48	46	5	14	8
Korea (n=1000)	83	57	11	15	22	2
Mexico (n=1000)	64	22	16	19	16	7
Norway (n=1000)	64	35	51	9	7	8
Poland (n=1000)	66	50	13	35	7	5
Portugal (n=1000)	54	33	20	11	5	24
Romania (n=1000)	83	47	7	22	14	5
Russia (n=1000)	57	31	9	6	6	27
Spain (n=1000)	64	29	16	13	5	18
Sweden (n=1000)	66	46	43	13	15	8
Switzerland (n=1000)	56	44	29	6	12	19
Thailand (n=1000)	90	53	17	15	33	8
The Netherlands (n=1000)	37	32	25	6	15	36
United Kingdom (n=1000)	54	37	29	8	12	14
USA (n=1000)	54	49	31	11	12	15

which technologies do you think will help to achieve a better work/life balance?

<i>Base: Total (Weight on)</i>	None	Mobile phone	Laptop computer	Desktop computer	Digital camera
	%	%	%	%	%
Total (n=24000)	34	34	26	26	12
Australia (n=1000)	42	17	27	14	5
Brazil (n=1000)	6	61	33	75	31
Canada (n=1000)	23	33	32	29	14
China (n=1000)	3	26	38	28	22
Denmark (n=1000)	30	37	33	28	6
France (n=1000)	71	11	12	10	1
Germany (n=1000)	65	16	16	13	3
Greece (n=1000)	61	14	15	13	3
Ireland (n=1000)	60	23	11	11	2
Japan (n=1000)	10	49	47	33	12
Korea (n=1000)	2	72	24	49	23
Mexico (n=1000)	4	65	19	25	18
Norway (n=1000)	21	35	47	18	5
Poland (n=1000)	24	21	25	17	11
Portugal (n=1000)	43	31	27	22	3
Romania (n=1000)	5	66	26	53	31
Russia (n=1000)	67	13	9	12	4
Spain (n=1000)	57	28	12	13	3
Sweden (n=1000)	19	37	44	26	10
Switzerland (n=1000)	53	29	19	27	9
Thailand (n=1000)	9	82	44	62	43
The Netherlands (n=1000)	55	12	11	11	7
United Kingdom (n=1000)	68	0	11	2	5
USA (n=1000)	25	34	34	28	9

how satisfied overall are people with their job?



TOP 2 BOXES (Total 'satisfied')%	
79	
95	
93	
91	
90	
86	
95	
92	
89	
84	
79	
92	
74	
87	
85	
77	
76	
74	
72	
73	
74	
63	
34	
43	

1-Very satisfied 2-Somewhat satisfied 3-Not very satisfied 4-Not satisfied at all DK/DA

Bases: Total (Weighted)

Note: This question was not asked in Mexico



Balance between work/life by overall satisfaction with their job

Balance between work/life	Overall satisfaction with their job	TOP 2 BOXES* (Very satisfied + Somewhat satisfied)
<i>Base: Total (Weight on)</i>		%
Complete balance (n=7436)		88
Some balance (n=12289)		79
Not balanced (n=2360)		59
Not balanced at all (n=899)		54

THERE IS A RELATION BETWEEN WORK/LIFE BALANCE AND SATISFACTION WITH JOB

The overall satisfaction with job is higher among those who claim to have a complete balance between work and family/private life.

Note: The overall satisfaction with job was not asked in Mexico

SCALE: 1- Very satisfied; 2 – Somewhat satisfied
3- Not very satisfied; 4 – Not satisfied at all

satisfaction with aspects of the job/workplace

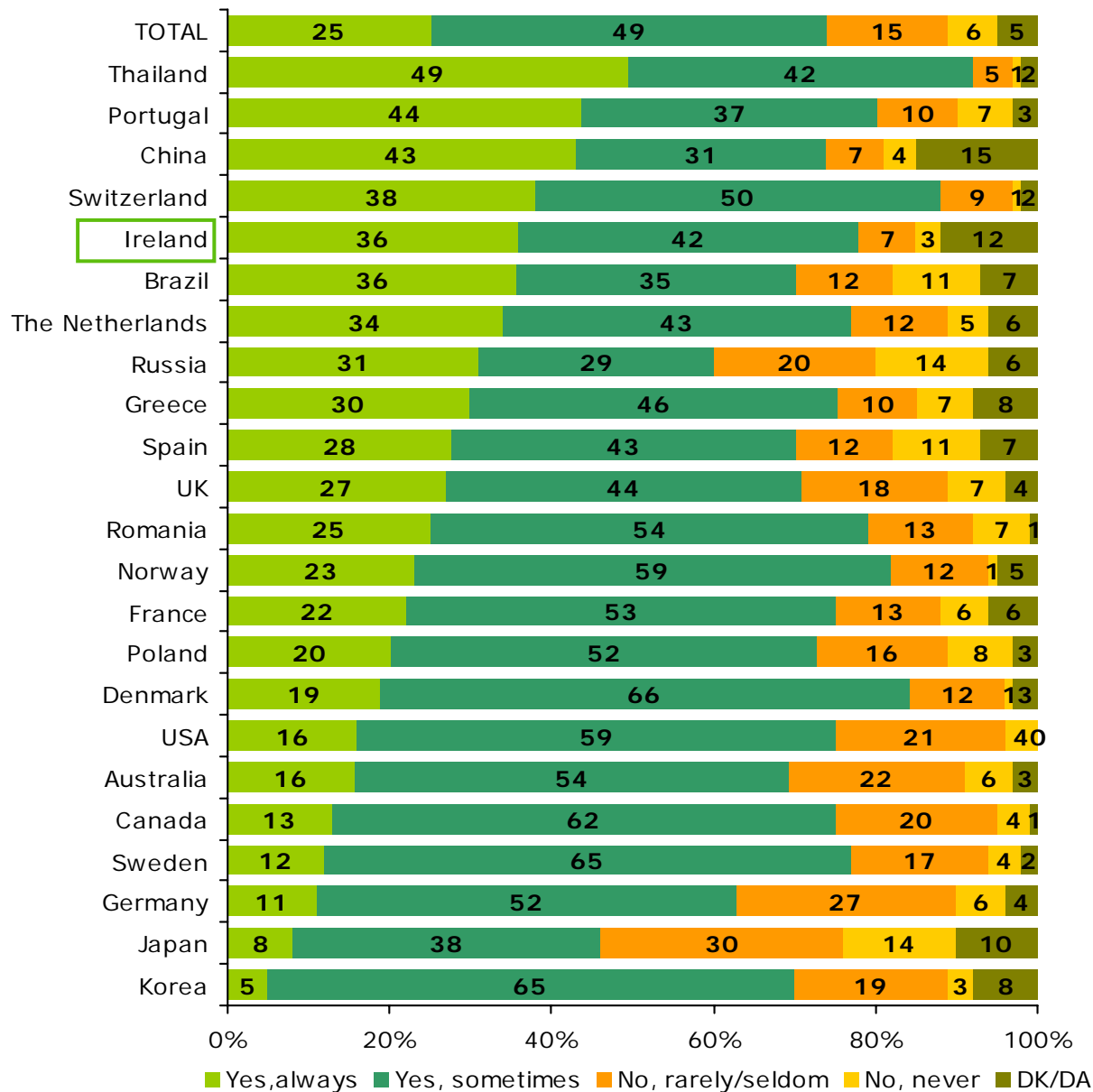
THOSE WHO ARE VERY SATISFIED <i>Base: Total (Weight on)</i>	Job security	Interesting job	Recognition	Work/life balance	Prospects for advancement	Salary
	%	%	%	%	%	%
Total (n=24000)	37	33	28	27	19	16
Australia (n=1000)	30	24	20	14	19	13
Brazil (n=1000)	24	21	22	22	12	10
Canada (n=1000)	28	23	20	17	14	16
China (n=1000)	14	15	15	9	5	6
Denmark (n=1000)	55	48	35	38	19	21
France (n=1000)	47	35	20	30	12	9
Germany (n=1000)	21	13	11	9	7	5
Greece (n=1000)	32	26	35	22	16	14
Ireland (n=1000)	39	36	35	36	30	23
Japan (n=1000)	7	5	4	6	3	2
Korea (n=1000)	4	5	5	3	2	4
Mexico (n/a)	n/a	n/a	n/a	n/a	n/a	n/a
Norway (n=1000)	47	39	22	25	17	17
Poland (n=1000)	28	28	17	14	15	7
Portugal (n=1000)	57	47	53	49	34	23
Romania (n=1000)	44	38	35	36	25	16
Russia (n=1000)	46	45	25	31	29	15
Spain (n=1000)	49	36	38	38	24	22
Sweden (n=1000)	48	33	20	20	6	8
Switzerland (n=1000)	37	43	33	28	20	14
Thailand (n=1000)	55	61	67	54	52	42
The Netherlands (n=1000)	70	61	60	63	31	46
United Kingdom (n=1000)	50	44	36	36	26	26
USA (n=1000)	31	29	23	23	16	13

SCALE: 1- Very satisfied; 2 – Somewhat satisfied; 3- Not very satisfied; 4 – Not satisfied at all

dissatisfaction with the job/workplace

THOSE WHO ARE NOT SATISFIED AT ALL <i>Base: Total (Weight on)</i>	Prospects for advancement	Salary	Recognition	Interesting job	Job security	Work/life balance
	%	%	%	%	%	%
Total (n=24000)	16	15	10	8	7	6
Australia (n=1000)	17	15	15	11	10	11
Brazil (n=1000)	22	13	8	11	9	3
Canada (n=1000)	18	18	16	10	9	9
China (n=1000)	8	12	4	7	6	6
Denmark (n=1000)	10	11	8	4	5	3
France (n=1000)	21	13	12	7	6	3
Germany (n=1000)	19	16	20	10	9	7
Greece (n=1000)	17	13	9	11	7	8
Ireland (n=1000)	5	6	6	2	3	3
Japan (n=1000)	24	34	21	17	20	16
Korea (n=1000)	7	12	3	7	5	4
Mexico (n/a)	n/a	n/a	n/a	n/a	n/a	n/a
Norway (n=1000)	14	15	10	4	4	5
Poland (n=1000)	21	29	11	11	11	6
Portugal (n=1000)	13	16	4	6	5	3
Romania (n=1000)	19	24	5	9	8	2
Russia (n=1000)	20	28	14	10	11	10
Spain (n=1000)	35	16	11	17	7	8
Sweden (n=1000)	21	24	17	8	5	6
Switzerland (n=1000)	6	4	2	2	2	1
Thailand (n=1000)	3	7	1	1	3	2
The Netherlands (n=1000)	11	5	7	5	2	1
United Kingdom (n=1000)	12	8	8	5	4	5
USA (n=1000)	19	19	16	10	9	8

do people trust management decisions in their workplace?



TOP 2 BOXES
(Total 'trust')%

74
91
81
74
88
78
71
77
60
76
71
71
79
82
75
72
85
71
70
75
77
63
46
70

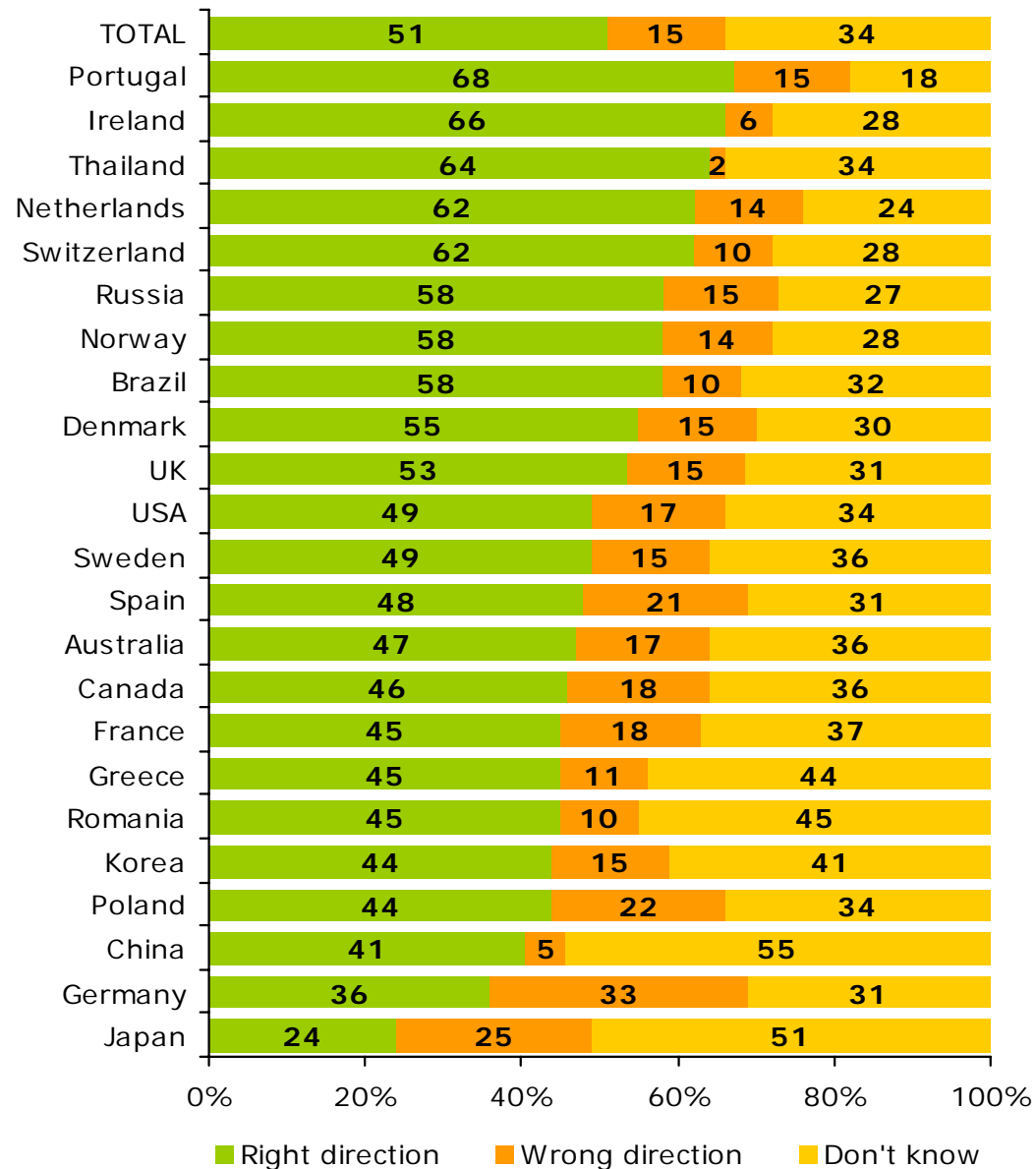
0% 20% 40% 60% 80% 100%
 ■ Yes, always ■ Yes, sometimes ■ No, rarely/seldom ■ No, never ■ DK/DA

Bases: Total (Weighted)

Note: This question was not asked in Mexico



Employers organisational strategy is going in right or wrong direction ...



Bases: Total (Weighted)

Note: This question was not asked in Mexico

Questionnaire

RESPID unique respondent ID : (1-5)

RESPONDENT'S FULL NAME: _____
ADDRESS _____
CITY/TOWN: _____ STATE: _____ ZIP CODE: _____
TELEPHONE NUMBER: () ____ - ____ DATE OF INTERVIEW : _____
TIME INTERVIEW BEGAN: _____AM/PM ENDED: _____AM/PM
LENGTH OF INTERVIEW: _____ MINS
INTERVIEWER'S NAME: _____ INT I.D.#: _____

Country code: (6-7) (Please refer to page 11 for your country code)

Work Life Balance Questions for IriS Study - Screening Part

S1. What age group do you fall into? (SINGLE RESPONSE)

- 1 - Less than 18 → **Terminate**
- 2 - 19 – 25
- 3 - 26 – 35
- 4 - 36 – 45
- 5 - More than 46

8

S2. What is your employment status? (SINGLE RESPONSE)

- 1 - Full-time
- 2 - Part-time
- 3 - Unemployed
- 4 - Full time housewife
- 5 - Student
- 6 - Retired
- 9 - Missing value

9

Code 1 – continue
Other codes - terminate

S3. How long have you been in any full time employment for?
(SINGLE RESPONSE)

- 1 - Less than 6 months
- 2 - 6 months to a year } **Terminate**
- 3 - Between 1 and 2 years
- 4 - Between 2 & 4 years
- 5 - Between 5 years and 10 years

10

Interviewers attention: If the respondent is less than 18 years old or the respondent is not full-time employed (over 30 hours per week) for over 1 year, then thank the respondent and terminate the interview.

Work Life Balance Questions for IriS Study - Main Part

Q1. What does the term “work-life balance” mean to you?

11-20

I am going to read out a list, please tell me if any of these mean “work-life balance” to you.
(MULTIPLE RESPONSE)

- 1 - Balancing/separating home and work/giving weight to home issues
- 2 - Achieving a quality of life (general)
- 3 - Having flexibility in work hours
- 4 - Standard of working life
- 5 - Flexibility toward home issues
- 6 - Good co-operation between employer and employee
- 7 - Employers’ awareness of employees’ needs
- 8 - Innovative solutions through the use of technology
- 9 - Improved working environment
- 10 - Others (please specify)_____

Q2. Which item below best describes your situation?

21

(SINGLE RESPONSE)

- 1 - I have complete balance between my work and family/private life
- 2 - I have some balance between my work and family/private life but not complete balance
- 3 - I am rather not balanced between work and family/private life
- 4 - I am not balanced at all between work and family/private life

Q2a. I am going to read out a list, please tell me to what extent do you agree with each of these statements

22-26

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
My work/life balance has a negative impact on my health	1	2	3	4	5
My work/life balance has a negative impact on my relationships	1	2	3	4	5
My work interferes too much with my family/private life	1	2	3	4	5
My family/private life interferes with my work	1	2	3	4	5
The government/state should legislate so that people have a better work/life balance	1	2	3	4	5

If Q2=2, 3 or 4, ASK Q2b, or else skip to Q3.

Q2b. Is this work/life balance an issue for you ?
(SINGLE RESPONSE)

27

- 1 - Yes
- 2 - No

If Q2b=1, Ask Q2c, or else skip to Q3.

Q2c. And, how long would you say this been the case?
(SINGLE RESPONSE)

28

- 1 - Less than 6 months
- 2 - 6 months to a year
- 3 - Between 1 and 2 years
- 4 - Between 2 & 4 years
- 5 - Between 5 years and 10 years
- 6 - 10 years but less than 20 years
- 7 - More than 20 years

Q3. Please tell me which of the following factors do you think strongly contributes in general to an unbalanced work-life...[READ LIST FROM TABLE]

[nb: generally speaking, does not have to be of that person]

Q3a. And which are a problem for you personally, now, possibly in the future, or not a problem at all.... [READ OUT] 39-48

Areas	Q3	Q3a.		
		This is a problem now	This could be a problem in the future	Not a problem
Number of hours that you work	1	1	2	3
Time it takes to commute/travel to work	2	1	2	3
Not getting enough holidays/paid time off	3	1	2	3
Not getting enough unpaid time off	4	1	2	3
Having to care for children	5	1	2	3
Having to care for others (adults)	6	1	2	3
No flexibility in working hours (for hobbies/interests/personal development)	7	1	2	3
Not enjoying the work you do	8	1	2	3
Dissatisfaction with pay	9	1	2	3
Other -----specify	10	1	2	3

Q4. How interested are you in any of the following? [READ LIST FROM TABLE]

49-58

Q4a. And, which of these do you think would help you achieve a better work-life balance? (MULTIPLE RESPONSE)

59-68

Areas	Q4.			Q4a
	Very much interested	Somewhat interested	Not at all interested	
More flexible working hours	1	2	3	1
Part-time/term time working	1	2	3	2
Job sharing ¹	1	2	3	3
Career break to study	1	2	3	4
Career break to start a family	1	2	3	5
Career break for other reasons	1	2	3	6
Sources of information & advice (e.g. caring, health, housing) ²	1	2	3	7
Working from home all or some of the time ³	1	2	3	8
Start your own business	1	2	3	9
Retiring from work	1	2	3	10

Q5. In the last 2 years, have you actively made changes in your life to try and improve the balance between your work and life?

(SINGLE RESPONSE)

69

- 1 - Yes, and it has improved a lot
- 2 - Yes, and it has somewhat improved
- 3 - Yes, but it has not improved
- 4 - No, I have not tried

If Q5=1 or 2 or 3, Ask Q6, or else skip to Q7.

Q6. And, please tell me which of the following changes you have made that have contributed to achieving better work-life balance?

(MULTIPLE RESPONSE)

70-82

- 01 - Greater flexibility in working hours
- 02 - Improving organizational skills
- 03 - Refusing overloading yourself with tasks
- 04 - Change of job and work environment
- 05 - Decreasing mental pressure by visiting psychologist or reading book, etc.
- 06 - Spend more time together with family and friends
- 07 - Ask for family understanding and support
- 08 - Take time off work to do sports
- 09 - Take time off work to go for shopping
- 10 - Take time off work to go on trips, or vacation
- 11 - Use technological products/solutions
- 12 - Early retirement
- 13 - Others (please specify: _____)

Q7. I am going to read out a list of technology related items – please tell me which of these do you currently use? [READ ALL] (MULTIPLE RESPONSE)

83-95

Q7a. Which help you achieve a better balance between your life and work? [READ ALL] (MULTIPLE RESPONSE)

96-108

Q7b. And which do you intend to buy/use in the next 12 months [READ ALL] (MULTIPLE RESPONSE)

109-121

Q7c. And which of these do you think will help you achieve a better balance between your life and work? [READ ALL] (MULTIPLE RESPONSE)

122-134

[Read out]	Q7	Q7a	Q7b	Q7c
Desktop computer	1	1	1	1
Laptop computer	2	2	2	2
PDA (personal digital assistant)	3	3	3	3
Cell/Mobile phone	4	4	4	4
Smart phone (which combines a PDA and a cell phone e.g. blackberry)	5	5	5	5
Instant messaging (eg. MSN, Yahoo messenger)	6	6	6	6
Internet phone (eg. VOIP like Skype)	7	7	7	7
Teleconferencing tools	8	8	8	8
Video conferencing tools	9	9	9	9
Digital camera	10	10	10	10
MP3 player or IPOD	11	11	11	11
A portable DVD player	12	12	12	12
Others (Please specify)	13	13	13	13

[Optional Question]

Q8a. How satisfied you are with the following aspects of your job/workplace? (READ, ROTATE)

135-141

	READ & ROTATE	Very satisfied	Somewhat satisfied	Not very satisfied	Not satisfied at all	Don't know/No answer
A	Prospects for advancement	1	2	3	4	9
B	Opportunities to do an interesting job	1	2	3	4	9
C	Recognition for your performance	1	2	3	4	9
D	Your salary/payment	1	2	3	4	9
E	Balance between private life and worklife	1	2	3	4	9
F	Job security	1	2	3	4	9
G	Your job in overall terms	1	2	3	4	9

[Optional Question]

Q8b. Would you say that you trust the decisions made by the management of your company/organization? (SINGLE RESPONSE)

- 1 - Yes, always
- 2 - Yes, sometimes
- 3 - No, rarely/seldom
- 4 - No, never
- 9 - Don't know/No answer

142

[Optional Question]

Q8c. Would you say that your organization/company strategy is going in... (SINGLE RESPONSE)

- 1 - Right direction
- 2 - Wrong direction
- 3 - Can't say much about the strategy
- 9 - Don't know/No answer

143

DEMOGRAPHICS

Please ask the following questions as you normally would in your country, and record the answers, where possible as per the categories we have provided.

D1. EDUCATION (SINGLE RESPONSE)

- 1 - Low 144
- 2 - Medium
- 3 - High (e.g.: university/college graduate)
- 9 - Missing value

D2. Are you...? (SINGLE RESPONSE)

- 1 - Single 145
- 2 - Married/living as a couple
- 3 - Widowed/separated/divorced
- 9 - Missing value

D3a. What is your current job title ? (code in Esomar classes equivalences) (SINGLE RESPONSE)

- 1 - A 146
- 2 - B
- 3 - C1
- 4 - C2
- 5 - D
- 6 - E
- 9 - Missing value

If D2=2, Ask D3b, or else skip to D3c

D3b. What is your partner's current job title ? (code in Esomar classes equivalences) (SINGLE RESPONSE)

- 1 - A 147
- 2 - B
- 3 - C1
- 4 - C2
- 5 - D
- 6 - E
- 9 - Missing value

D3c. How would you classify your primary place of work (the company or organization where you work or do some type of paid job) in terms of its size, that is, counting the number of people that work daily, regardless how long or whether they are owners, partners or employees? (SINGLE RESPONSE) 148

	Primary Workplace
Non profit organization (NGO, Church, Government, charity) no matter size	1
Own business / Micro-business (1 to 4 people)	2
Small business (5 to less than 20 people)	3
Medium size business (20 to less than 100 people)	4
Large size business (100 to less than 1.000 people)	5
Business with over 1.000 people	6
Missing value	9

D4. Do you have children (15 years of less) living in your home? (MULTIPLE RESPONSE) 149-153

- 1 - Yes – children under 3 years
- 2 - Yes – children between 3 and 7 years
- 3 - Yes – children between 7 and 15 years
- 4 - No
- 9 - Missing value

D5. What is your total net household income for 2005 (i.e. Income after tax available for spending and savings)? (SINGLE RESPONSE) 154

- 1 - Low (Bottom quintile/20%)
- 2 - Medium low (Second quintile/20%)
- 3 - Medium (Third quintile/20%)
- 4 - Medium high (Fourth quintile/20%)
- 5 - High (Top quintile/20%)
- 9 - Missing value

D6. What is the size of the town where you live ? (SINGLE RESPONSE)

- 1 - Urban 155
- 2 - Suburban
- 3 - Small/medium town
- 4 - Rural area
- 9 - Missing value

D7. Note sex (Do not ask, SINGLE RESPONSE)

- 1 - Male 156
- 2 - Female
- 9 - Missing value

Participating countries

participating countries – Iris network

COUNTRY



Australia

PARTNER

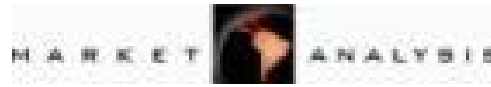


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