

Table 19 Percentage of workers, per submission or non-submission of complaint and per content of complaint (during past 1 year)

(Unit: %)

Classification	Total	Contents of complaints (Multiple answers allowed)											2004	
		5) Never submitted any complaint	Matters related to daily operations	6) Matters related to personnel management (personnel allocation, assignment, promotion, etc.)	Matters related to education and training	Matters related to employment conditions such as salary and labour hours	Matters related to Industrial Safety and Health	Matters related to benefits package	7) Matters related to human relationship (including power harassment)	Matters related to sex discrimination and sexual harassment	Others	5) Never submitted any complaint	5) There was any submission of complaint	
Total	100.0	21.2	(100.0)	(53.9)	(35.0)	(14.7)	(46.1)	(10.3)	(7.3)	(26.9)	(1.4)	(7.6)	78.0	13.7
<Sex>														
Male	100.0	20.8	(100.0)	(57.4)	(36.3)	(18.0)	(48.7)	(10.4)	(6.3)	(24.0)	(1.1)	(8.0)	78.4	13.7
Female	100.0	21.9	(100.0)	(48.8)	(33.2)	(9.8)	(42.3)	(10.1)	(8.7)	(31.1)	(1.9)	(7.0)	77.2	13.7
<Type of employment> <sup>4)</sup>														
Full-time employee	100.0	21.3	(100.0)	(57.0)	(36.7)	(15.4)	(43.4)	(10.5)	(7.0)	(26.9)	(1.6)	(8.6)	77.8	13.8
Part-time employee	100.0	22.7	(100.0)	(30.0)	(19.9)	(5.1)	(66.9)	(8.9)	(11.2)	(31.2)	(-)	(1.4)	76.5	12.7
Contract worker	100.0	16.5	(100.0)	(37.5)	(33.9)	(21.7)	(60.2)	(9.4)	(2.9)	(15.0)	(-)	(0.6)	82.9	10.8
<Class of position>														
Class of position equivalent to director or above	100.0	16.5	(100.0)	(67.1)	(54.7)	(22.8)	(36.2)	(14.9)	(9.5)	(21.3)	(0.0)	(3.2)	82.5	14.5
Class of position equivalent to section chief or above	100.0	28.8	(100.0)	(44.0)	(32.3)	(17.7)	(45.3)	(4.4)	(7.1)	(23.8)	(0.7)	(11.2)	69.7	12.7
No class of position	100.0	20.2	(100.0)	(55.5)	(32.7)	(12.0)	(48.2)	(11.8)	(6.9)	(29.1)	(1.9)	(7.0)	79.3	13.9
<Years of service>														
Less than 1 year	100.0	6.0	(100.0)	(41.3)	(23.7)	(2.4)	(78.3)	(-)	(24.2)	(41.3)	(-)	(1.5)	94.0	11.7
1 year or more and less than 5 years	100.0	21.4	(100.0)	(53.6)	(33.7)	(22.2)	(41.9)	(15.4)	(2.8)	(32.8)	(1.5)	(6.6)	78.0	14.7
5 years or more and less than 10 years	100.0	27.9	(100.0)	(51.8)	(26.9)	(11.5)	(61.2)	(7.7)	(8.2)	(24.4)	(0.1)	(8.2)	71.6	15.3
10 years or more and less than 20 years	100.0	23.7	(100.0)	(56.2)	(42.1)	(19.1)	(40.1)	(7.6)	(6.3)	(24.9)	(3.1)	(6.6)	75.3	15.4
More than 20 years	100.0	13.9	(100.0)	(55.2)	(41.0)	(0.7)	(28.6)	(14.7)	(12.6)	(25.7)	(0.5)	(11.0)	84.6	9.1
<Degree of good communications between labour and management>														
Good	100.0	16.9	(100.0)	(56.1)	(33.5)	(11.8)	(48.0)	(7.1)	(8.0)	(20.9)	(0.8)	(9.3)	82.4	9.2
Good and bad	100.0	20.7	(100.0)	(53.0)	(36.7)	(19.8)	(41.3)	(9.8)	(6.9)	(29.5)	(0.7)	(5.3)	78.2	14.7
Bad	100.0	34.9	(100.0)	(51.4)	(35.3)	(11.9)	(50.8)	(11.2)	(7.6)	(28.2)	(3.1)	(8.6)	65.0	23.8
<Participation in labour union>														
There is a labour union (Subtotal)	100.0	21.9	(100.0)	(50.3)	(33.5)	(12.9)	(51.9)	(10.3)	(6.0)	(27.3)	(2.3)	(5.6)	76.6	...
Participating	100.0	22.9	(100.0)	(49.9)	(32.0)	(13.1)	(54.1)	(11.5)	(6.4)	(27.7)	(2.1)	(5.8)	75.8	10.9
Qualified but not participating	100.0	16.5	(100.0)	(65.5)	(64.1)	(34.0)	(42.9)	(16.0)	(11.8)	(30.7)	(11.3)	(2.2)	80.1	15.7
No qualification	100.0	18.9	(100.0)	(47.6)	(33.1)	(5.4)	(41.9)	(1.5)	(1.9)	(24.4)	(0.8)	(5.4)	79.6	
There is no labour union	100.0	21.1	(100.0)	(56.8)	(35.9)	(15.7)	(41.8)	(10.3)	(8.2)	(26.2)	(0.8)	(9.1)	78.5	
2004 total	100.0	13.7	(100.0)	(48.2)	(41.5)	(15.1)	(45.7)	(9.5)	(9.9)	(22.6)	(2.7)	(3.2)	86.3	...

Note: 1) The figures in ( ) indicate the percentage of workers when workers answered that he/she have submitted any complaint are deemed as 100.

2) The total in the upper line and the percentages of workers who have submitted any complaint includes "Unknown".

3) The total in the left line includes "Unknown" in degree of good communications between labour and management and "Unknown" in participation in labour union.

4) In 2004, the options in the question regarding type of employment were "full-time employee", "part-time employee" and "others". Therefore, the figures of "others" are indicated instead of "contract worker".

5) In 2004, the option was described as "Filed any complaint". Attention must be paid to time-line comparison.

6) In 2004, "Matters related to personnel management (personnel allocation, assignment, promotion and retirement age system)"

7) "Power harassment" means that a person inflicts psychological damage to another person in workplace, by using their hierarchical relationship such as by the exercising of power.

In 2004, "Matters related to human relationship".