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EMPLOYEES AND EMPLOYERS
Public opinion survey of privacy in the workplace
in Hungary and Germany

February 2012

Sample composition – employees

	Hungary	Germany	
BY NUMBER OF EMPLOYEES			
under 50	57	36	
50-249	32	19	
over 249	11	45	
BY REGION			
Central Hungary	47	Baden-Württemberg	8
Central Transdanubia	9	Freistaat Bayern	20
Western Transdanubia	8	Berlin	4
Southern Transdanubia	7	Brandenburg	2
Northern Transdanubia	8	Bremen	1
North Great Plain	11	Hamburg	4
South Great Plain	10	Hessen	9
		Mecklenburg-Vorpommern	1
		Niedersachsen	7
		Nordrhein-Westfalen	18
		Rheinland-Pfalz	7
		Saarland	1
		Freistaat Sachsen	9
		Sachsen-Anhalt	1
		Schleswig-Holstein	4
		Freistaat Thüringen	4
BY SEX			
men	54	55	
women	46	45	
BY AGE (YR.)			
18-30	21	21	
31-45	40	45	
46 or over	39	34	
BY HIGHEST EDUCATION COMPLETED			
elementary	7	5	
secondary	50	54	
higher	43	41	
BY SECTOR			
industry	18	18	
service	34	45	
agriculture	2	0	
public administration/services	26	16	
other	20	21	

In each of the two countries, 500 individuals were interviewed.

1. At your workplace, as far as you know, does your employer: (%)

	Hungary		Germany	
	yes	no	yes	no
inspect mail content?	37	63	7	93
inspect email content?	27	73	15	85
inspect files stored on employee computers?	24	76	40	60
restrict internet use by employees?	35	65	49	51
operate surveillance cameras?	42	58	9	91
operate an electronic entry system?	35	65	44	56
keep track of employee movement and position?	37	63	6	94

2. Do you believe that your employer can rightfully hold and process the following types of data regarding your person?(%)

	Hungary		Germany	
	yes	no	yes	no
Identification data, such as name, various identification numbers, codes etc.	76	24	53	47
Video footage of your activities at work	37	63	6	94
Your movement and whereabouts during work hours	73	27	27	73
Your movement and whereabouts off work	5	95	3	97
Address of websites you visit during work hours	45	55	23	77
Content of emails you send using the workplace mailing program	41	59	25	75
Content of emails you receive using the workplace mailing program	44	56	24	76
Your comments posted on community portals such as Facebook, iWiW/LinkedIn, etc.	24	76	9	91

3. As far as you know, does the employer you represent have an in-house policy (code, instruction etc.) in place concerning: (%)

	Hungary		Germany	
	yes	no	yes	no
the processing of the personal data of employees	67	33	67	33
the handling of complaints regarding privacy issues at the workplace	56	44	55	45
the opening of mail by post	46	54	51	49
telephone use for personal purposes	63	37	65	35
the monitoring of emails	27	73	39	61
internet use for personal purposes	32	68	60	40
the use of community sites	25	75	44	56
the handling of images recorded by surveillance cameras at the workplace	38	62	26	74

4. In what way were you advised of the employer's policy concerning the monitoring of electronic equipment use and data protection? (%)

	Hungary		Germany	
	yes	no	yes	no
covered by the work contract	17	83	25	75
the rules were explained verbally, in writing, or otherwise posted	50	50	65	35
had to sign a privacy statement	29	71	52	48
the rules were explained to employees by an appointed privacy officer	22	78	44	56
no such rules were explained to me	30	70	14	86

5. Whom do you believe you can turn to for efficient remedy against privacy abuses at the workplace? (%)

	Hungary		Germany	
Workplace supervisor	32		10	
Trade union	5		15	
Works council	3		30	
Appointed Privacy Officer	8		22	
Data Protection Commissioner / Bundesbeauftragter für den Datenschutz und die Informationsfreiheit	23		12	
Labour court / Gericht	26		8	
Police	3		2	

6. Which of the following statements are true for your place of work? (%)

	Hungary		Germany	
	true	not true	true	not true
There is an appointed privacy officer.	25	75	59	41
The policy of handling employee information is well-documented and accessible.	47	53	38	62
The employer has had conflicts in the past over the handling of employee information.	9	91	13	87
The use of communication and IT equipment is strictly monitored.	28	72	35	65

7. To what extent do you consider the following statements to be true? (averages on a scale of 1 to 10)

	Hungary	Germany
The employer has a vested interest in monitoring the use of communication and IT equipment at the workplace, even covertly.	4.4	4.2
It is not right for an employee to use communication and IT equipment at the workplace for his own private purposes.	6.3	5.4
The employee has actual discretion over which of his personal data he permits the employer to handle.	5.4	4.9
I do/would have a problem with camera surveillance at the workplace.	7.0	7.7
I do/would have a problem with the employer's monitoring of the use of communication and IT equipment at the workplace.	6.4	6.8
My employer respects the privacy of employees.	7.3	6.8
My employer uses employee data in a premeditated and organized fashion.	6.6	6.8
In choosing a job, the employer's respect for privacy is an important consideration for job-seekers.	7.1	5.6
My employer handles privacy complaints efficiently; the measures in place work well.	5.0	6.1
Personally, I would be ready to exercise my options of remedy should a privacy violation occur.	7.0	6.3

8. Do you, at work (%)

	Hungary		Germany	
	yes	no	yes	no
visit sites not required for your job description?	63	37	47	53
log on to a community network?	39	61	22	78
receive mail of private nature?	42	58	40	60
make or take personal calls on the workplace phone?	46	54	54	46
use workplace computers to store files unrelated to your job?	46	54	23	77

Sample composition – employers

	Hungary	Germany	
BY NUMBER OF EMPLOYEES			
under 50	93	93	
50-249	3	4	
over 249	3	4	
BY REGION			
Central Hungary	56	Baden-Württemberg	9
Central Transdanubia	8	Freistaat Bayern	13
Western Transdanubia	8	Berlin	5
Southern Transdanubia	6	Brandenburg	3
Northern Transdanubia	8	Bremen	1
North Great Plain	5	Hamburg	3
South Great Plain	8	Hessen	6
		Mecklenburg-Vorpommern	2
		Niedersachsen	10
		Nordrhein-Westfalen	26
		Rheinland-Pfalz	5
		Saarland	3
		Freistaat Sachsen	4
		Sachsen-Anhalt	4
		Schleswig-Holstein	4
		Freistaat Thüringen	4
BY SECTOR			
industry	30	14	
service	45	48	
agriculture	4	1	
public administration/services	4	19	
other	17	19	
BY RESPONDENT POSITION			
highest	68		
lower	32		
lowest	-		

1. In your opinion, how is work efficiency at a typical workplace in your country affected by (%):

	Hungary					
	significantly impaired	slightly impaired	not affected	slightly improved	significantly improved	average
in-house regulation of internet use (e.g. restriction of private use)	5	22	23	32	18	3.4
camera surveillance	20	12	14	40	14	3.2
electronic entry system	1	6	38	36	19	3.7
privacy policy in place	3	2	49	34	12	3.5
mail inspection by employer	22	22	29	22	4	2.6
	Germany					
	significantly impaired	slightly impaired	not affected	slightly improved	significantly improved	average
in-house regulation of internet use (e.g. restriction of private use)	7	16	40	24	13	3,2
camera surveillance	36	16	21	24	4	2,4
electronic entry system	11	14	44	25	6	3,0
privacy policy in place	5	15	57	20	4	3,0
mail inspection by employer	31	17	34	14	4	2,4

2. Do you believe that employees working for the employer you represent: (%)

	Hungary			Germany		
	regularly	on occasion	never	regularly	on occasion	never
while at work visit sites not required for their job descriptions	41	53	6	26	61	14
(while at work) log on to a community network	26	52	21	19	50	32
receive mail of private nature	27	50	23	12	55	33
make or take personal calls on the workplace phone	29	59	12	18	67	15
use workplace computers to store files unrelated to their jobs	27	48	25	14	46	40

3. In your experience, to what extent is the employer you represent harmed by: (%)

	Hungary			Germany		
	none	slightly	significantly	none	slightly	significantly
unauthorized personal use of the internet	56	41	3	35	52	13
unauthorized personal use of telephones	33	61	6	33	55	12
the use of community networks during work	45	44	11	24	47	29
private correspondence	63	34	3	58	36	6
computer storage of personal files and software	61	31	8	39	42	19

4. In your opinion, what risks are involved in the unauthorized private use of the employer's equipment? OPEN QUESTION (%)

	Hungary	Germany
distraction, loss of efficiency	30	53
risk minimal or nonexistent	26	23
leakage; inadvertent or deliberate sharing of corporate data	25	12
virus infection	20	25
increased costs (eg. personal use of telephones)	15	0
potential of illegal software or content entering equipment	7	1
malfunction, amortization, system overload	2	3
other	5	1

5. Generally speaking, what sanctions would you regard justified to counteract the unauthorized personal use of employer assets? (As several choices are permitted, the total percentage may exceed 100%)

	Hungary	Germany
reimbursement of incurred costs	81	66
disciplinary action	32	30
termination	14	15
warning	5	3
depends on the extent of use	3	0
no sanction would be justified	3	4
regulation and monitoring instead of penalties	1	1
working off the time missed	0	1

6. Does the employer you represent have an in-house policy (code, instruction etc.) in place concerning: (%)

	Hungary		Germany	
	yes	no	yes	no
the processing of the personal data of employees	44	56	67	33
the handling of complaints regarding privacy issues at the workplace	28	72	50	50
the opening of mail by post	51	49	56	44
telephone use for personal purposes	55	45	52	48
the monitoring of emails	16	84	34	66
internet use for personal purposes	27	73	47	53
the use of community sites	20	80	45	55
the handling of images recorded by surveillance cameras at the workplace	31	69	24	76

7. In what way does the employer you represent advise employees of its policy concerning the monitoring of electronic equipment use and data protection?(%)

	Hungary		Germany	
	yes	no	yes	no
covered by the work contract	26	74	35	65
the rules are explained verbally, in writing, or otherwise posted	79	21	72	28
privacy statement signed by employees	37	63	53	47
the rules are explained to employees by an appointed privacy officer	24	76	44	56
no such rules in place	31	69	30	70

8. At the workplace you represent, whom do the employees have to turn to with questions regarding data protection at the workplace? (As several choices are permitted, the total percentage may exceed 100%)

	Hungary	Germany
Workplace supervisor	94	70
Trade union	4	4
Works council	4	19
Appointed privacy officer	7	39

9. Which of the following statements are true for the employer you represent?

	Hungary		Germany	
	true	not true	true	not true
There is an appointed privacy officer.	13	87	46	54
The policy of handling employee information is well-documented and accessible.	39	61	45	55
The employer has had conflicts in the past over the handling of employee information.	12	88	15	85
The use of communication and IT equipment is strictly monitored.	22	78	37	63

10. One a scale of 1 to 10, how would you rate the truth content of the following statements?

	Hungary	Germany
The employer has a vested interest in monitoring the use of communication and IT equipment at the workplace, even covertly.	4.4	4.3
It is not right for an employee to use communication and IT equipment at the workplace for his own private purposes.	5.9	5.2
The employee has actual discretion over which of his personal data he permits the employer to handle.	5.9	5.4
The majority of employees do — or would — have a problem with camera surveillance at the workplace.	7.2	8.2
The majority of employees do — or would — have a problem with the employer's monitoring of the use of communication and IT equipment at the workplace.	6.7	7.2
The employer you represent respects the privacy of employees.	8.2	6.9
The employer you represent uses employee data in a premeditated and organized fashion.	5.9	6.9
In choosing a job, the employer's respect for privacy is an important consideration for job-seekers.	6.6	6.3
The employer you represent handles privacy complaints efficiently; the measures in place work well.	5.0	6.0
The employees would be ready to exercise their options of remedy should a privacy violation occur.	4.6	6.0