

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Gender | | Age | | | | | Social Grade | |
|-------|--------|--------|----------|----------|----------|----------|-----|--------------|------|
| Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| | 500 | 370 | 130 | 5 | 38 | 91 | 127 | 239 | 430 | 70 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | | |
| Face to face | 98% | 98% | 98% | 80% | 92% | 98% | 98% | 99% | 98% | 94% |
| Phone conversation | 11% | 9% | 15% | 40% | 18% | 16% | 13% | 5% | 10% | 14% |
| Typed letter | 31% | 30% | 36% | 40% | 42% | 32% | 34% | 28% | 30% | 40% |
| Hand written letter | 24% | 22% | 30% | 40% | 29% | 26% | 28% | 20% | 22% | 39% |
| Email | 2% | 2% | 3% | - | 13% | 2% | 2% | 0% | 2% | 1% |
| SMS (text message) | 0% | 1% | - | - | 3% | 1% | - | - | 0% | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | 1% | - | - | - | 2% | - | - | 0% | - |
| None of these | 0% | - | 1% | - | - | - | 1% | - | - | 1% |
| Don't know | - | - | - | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| | 500 | 370 | 130 | 5 | 38 | 91 | 127 | 239 | 430 | 70 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | | |
| Face to face | 47% | 48% | 42% | 40% | 32% | 38% | 50% | 51% | 47% | 49% |
| Phone conversation | 6% | 6% | 5% | - | 5% | 4% | 9% | 5% | 5% | 7% |
| Typed letter | 12% | 14% | 6% | - | 5% | 8% | 10% | 15% | 12% | 10% |
| Hand written letter | 3% | 3% | 2% | - | 5% | 3% | 1% | 3% | 2% | 7% |
| Email | 1% | 0% | 2% | - | - | - | 1% | 1% | 0% | 1% |
| SMS (text message) | - | - | - | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - | - | - | - |
| Other | 1% | 1% | 2% | - | - | 1% | 2% | 1% | 1% | 1% |
| Can't recall | 1% | 1% | 2% | - | - | - | 1% | 2% | 1% | 1% |
| Not applicable – I have never lost a job | 46% | 44% | 51% | 60% | 61% | 57% | 42% | 41% | 47% | 43% |

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Fieldwork: 21st -25th February 2011

| Total | Region | | | | | | |
|-------|--------|----------|------|--------|-------|-------|----------|
| Base | North | Midlands | East | London | South | Wales | Scotland |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| All senior decision makers in small businesses | 500 | 89 | 78 | 47 | 78 | 151 | 29 | 28 |
|---|-----|-----|-----|------|-----|-----|-----|-----|
| Face to face | 98% | 98% | 99% | 100% | 96% | 99% | 93% | 93% |
| Phone conversation | 11% | 12% | 8% | 6% | 8% | 12% | 10% | 25% |
| Typed letter | 31% | 34% | 35% | 30% | 19% | 34% | 31% | 36% |
| Hand written letter | 24% | 28% | 26% | 15% | 18% | 25% | 28% | 32% |
| Email | 2% | 1% | 3% | 2% | 3% | 3% | - | 4% |
| SMS (text message) | 0% | 2% | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | 1% | - | - | - | 1% | - | - |
| None of these | 0% | - | 1% | - | - | - | - | - |
| Don't know | - | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| All senior decision makers in small businesses | 500 | 89 | 78 | 47 | 78 | 151 | 29 | 28 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|
| Face to face | 47% | 52% | 49% | 45% | 40% | 47% | 38% | 57% |
| Phone conversation | 6% | 6% | 6% | 4% | 3% | 9% | 3% | - |
| Typed letter | 12% | 12% | 8% | 17% | 9% | 15% | 10% | 7% |
| Hand written letter | 3% | 4% | - | 2% | 6% | 1% | - | 7% |
| Email | 1% | - | - | - | 1% | 1% | - | - |
| SMS (text message) | - | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - | - |
| Other | 1% | 2% | 3% | - | 1% | 1% | - | - |
| Can't recall | 1% | - | - | 6% | - | 1% | - | - |
| Not applicable – I have never lost a job | 46% | 43% | 46% | 47% | 55% | 43% | 52% | 39% |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Which ONE of the following industry sectors do you work in/ does the company or organisation that you work for operate in? | | | | | | | |
|-------|--|--------------|--------|--------------------|-------------------------|-------------|-------|---------------|
| Base | Manufacturing | Construction | Retail | Financial services | Hospitality and leisure | Accountancy | Legal | IT & telecoms |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| All senior decision makers in small businesses | 500 | 43 | 36 | 43 | 34 | 17 | 10 | 7 | 62 |
|---|-----|------|-----|-----|-----|------|------|-----|-----|
| Face to face | 98% | 100% | 97% | 95% | 94% | 100% | 100% | 86% | 98% |
| Phone conversation | 11% | 9% | 11% | 16% | 18% | 6% | 10% | 43% | 11% |
| Typed letter | 31% | 35% | 33% | 35% | 32% | 24% | 50% | 43% | 27% |
| Hand written letter | 24% | 23% | 25% | 33% | 24% | 18% | 20% | 29% | 23% |
| Email | 2% | 2% | 3% | 7% | 6% | - | - | 14% | - |
| SMS (text message) | 0% | - | 3% | - | - | - | - | - | 2% |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | - | 3% | - | - | - | - | - | - |
| None of these | 0% | - | - | 2% | - | - | - | - | - |
| Don't know | - | - | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| All senior decision makers in small businesses | 500 | 43 | 36 | 43 | 34 | 17 | 10 | 7 | 62 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Face to face | 47% | 49% | 39% | 40% | 47% | 59% | 50% | 14% | 52% |
| Phone conversation | 6% | 2% | 3% | - | 3% | 6% | - | - | 11% |
| Typed letter | 12% | 12% | 14% | 12% | 12% | 6% | 10% | 14% | 6% |
| Hand written letter | 3% | 2% | 3% | 2% | - | 12% | - | - | 2% |
| Email | 1% | - | - | - | - | 6% | - | - | - |
| SMS (text message) | - | - | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - | - | - |
| Other | 1% | 2% | - | - | - | 6% | - | - | 2% |
| Can't recall | 1% | 2% | - | 2% | - | - | 10% | - | 2% |
| Not applicable – I have never lost a job | 46% | 40% | 58% | 51% | 50% | 29% | 40% | 71% | 44% |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Industry Sector | | | | | |
|-------|---|---------------------------|-----------|-------------------------------|-------------|-------|
| Base | Media/ marketing/ advertising/ PR & sales | Medical & health services | Education | Transportation & distribution | Real estate | Other |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| All senior decision makers in small businesses | 500 | 62 | 18 | 21 | 23 | 15 | 109 |
|---|-----|------|-----|-----|------|------|-----|
| Face to face | 98% | 100% | 94% | 95% | 100% | 100% | 98% |
| Phone conversation | 11% | 5% | 6% | 38% | 4% | - | 7% |
| Typed letter | 31% | 21% | 22% | 43% | 30% | 20% | 36% |
| Hand written letter | 24% | 15% | 17% | 24% | 26% | 20% | 30% |
| Email | 2% | - | - | 10% | - | - | 1% |
| SMS (text message) | 0% | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | - | 6% | - | - | - | - |
| None of these | 0% | - | - | - | - | - | - |
| Don't know | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| All senior decision makers in small businesses | 500 | 62 | 18 | 21 | 23 | 15 | 109 |
|---|-----|-----|-----|-----|-----|-----|-----|
| Face to face | 47% | 53% | 39% | 52% | 35% | 73% | 44% |
| Phone conversation | 6% | 6% | 17% | 5% | 4% | 7% | 6% |
| Typed letter | 12% | 10% | 17% | 24% | 9% | 7% | 15% |
| Hand written letter | 3% | 3% | 11% | - | - | - | 4% |
| Email | 1% | 2% | - | - | 4% | - | - |
| SMS (text message) | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - |
| Other | 1% | 2% | - | - | 4% | - | 1% |
| Can't recall | 1% | - | - | - | 4% | - | - |
| Not applicable – I have never lost a job | 46% | 42% | 44% | 38% | 57% | 27% | 49% |

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Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Company Turnover | | | | | | | | |
|-------|-----------------------|-------------------|--------------------|--------------------|----------------------|----------------------|----------------------|---------------------------|---------------------------|
| Base | First year of trading | Less than £25,000 | £25,000 to £49,999 | £50,000 to £99,999 | £100,000 to £249,999 | £250,000 to £499,999 | £500,000 to £999,999 | £1million to £1.99million | £2million to £2.99million |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| | 500 | 24 | 67 | 36 | 56 | 64 | 50 | 37 | 42 | 25 |
|---|-----|-----|-----|-----|-----|-----|------|------|-----|------|
| All senior decision makers in small businesses | 500 | 24 | 67 | 36 | 56 | 64 | 50 | 37 | 42 | 25 |
| Face to face | 98% | 96% | 99% | 97% | 98% | 98% | 100% | 100% | 98% | 100% |
| Phone conversation | 11% | 13% | 16% | 14% | 16% | 11% | 6% | 14% | 17% | - |
| Typed letter | 31% | 29% | 34% | 42% | 46% | 25% | 34% | 35% | 26% | 24% |
| Hand written letter | 24% | 13% | 34% | 25% | 41% | 17% | 16% | 32% | 21% | 12% |
| Email | 2% | 4% | 4% | - | 2% | 5% | - | 3% | 5% | - |
| SMS (text message) | 0% | - | - | - | - | 2% | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | - | - | 3% | - | 2% | - | - | - | - |
| None of these | 0% | - | - | - | - | - | - | - | - | - |
| Don't know | - | - | - | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| | 500 | 24 | 67 | 36 | 56 | 64 | 50 | 37 | 42 | 25 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | 500 | 24 | 67 | 36 | 56 | 64 | 50 | 37 | 42 | 25 |
| Face to face | 47% | 54% | 51% | 56% | 48% | 53% | 52% | 30% | 33% | 64% |
| Phone conversation | 6% | 4% | 7% | 8% | 11% | 6% | 8% | - | 5% | 8% |
| Typed letter | 12% | 13% | 24% | 11% | 14% | 11% | 12% | 5% | 5% | 4% |
| Hand written letter | 3% | - | 3% | 6% | 2% | 2% | 2% | 3% | 2% | - |
| Email | 1% | 4% | 1% | - | - | - | - | - | - | - |
| SMS (text message) | - | - | - | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - | - | - | - |
| Other | 1% | - | 1% | 3% | 2% | - | - | 3% | - | 4% |
| Can't recall | 1% | - | 1% | - | 2% | 2% | - | - | - | 4% |
| Not applicable – I have never lost a job | 46% | 38% | 36% | 39% | 43% | 42% | 48% | 65% | 60% | 28% |

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Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Company Turnover | | | | | | | |
|-------|---------------------------|---------------------------|-----------------------------|-----------------------------|-----------------------------|--------------------|------------|-------------------|
| Base | £3million to £4.99million | £5million to £9.99million | £10million to £19.99million | £20million to £34.99million | £35million to £49.99million | £50million or more | Don't know | Prefer not to say |

Which, if any, of the following ways do you think are acceptable ways someone can be informed that they are losing their

| All senior decision makers in small businesses | 500 | 19 | 16 | 5 | 3 | 1 | - | 8 | 47 |
|---|-----|------|------|------|------|------|---|------|-----|
| Face to face | 98% | 100% | 100% | 100% | 100% | 100% | - | 100% | 89% |
| Phone conversation | 11% | - | - | - | - | - | - | 13% | 6% |
| Typed letter | 31% | 21% | 19% | - | 33% | 100% | - | 38% | 23% |
| Hand written letter | 24% | 11% | 19% | - | - | 100% | - | - | 30% |
| Email | 2% | - | - | - | - | - | - | - | - |
| SMS (text message) | 0% | - | - | - | - | - | - | - | 2% |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | 0% | - | - | - | - | - | - | - | - |
| None of these | 0% | - | - | - | - | - | - | - | 2% |
| Don't know | - | - | - | - | - | - | - | - | - |

Which, if any, of the following ways have you ever been informed that you are losing your job? (Please tick all that apply)

| All senior decision makers in small businesses | 500 | 19 | 16 | 5 | 3 | 1 | - | 8 | 47 |
|---|-----|-----|-----|-----|------|------|---|-----|-----|
| Face to face | 47% | 47% | 25% | 60% | - | - | - | 38% | 43% |
| Phone conversation | 6% | 5% | - | - | - | - | - | - | - |
| Typed letter | 12% | 16% | 6% | - | - | - | - | 13% | 11% |
| Hand written letter | 3% | - | - | - | - | - | - | - | 11% |
| Email | 1% | - | - | - | - | - | - | - | 2% |
| SMS (text message) | - | - | - | - | - | - | - | - | - |
| Message on a social network site (e.g. MySpace, Facebook, etc.) | - | - | - | - | - | - | - | - | - |
| Other | 1% | - | - | - | - | - | - | - | 2% |
| Can't recall | 1% | - | 6% | - | - | - | - | - | - |
| Not applicable – I have never lost a job | 46% | 47% | 63% | 40% | 100% | 100% | - | 50% | 49% |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Gender | | Age | | | | | Social Grade | |
|-------|--------|--------|----------|----------|----------|----------|-----|--------------|------|
| Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 370 | 130 | 5 | 38 | 91 | 127 | 239 | 430 | 70 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 54% | 45% | 40% | 37% | 44% | 48% | 59% | 51% | 56% |
| Disappointed – They could have been informed in a better way | 46% | 44% | 52% | 60% | 50% | 54% | 51% | 38% | 46% | 41% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | 2% | 3% | - | 11% | 1% | 1% | 2% | 2% | - |
| Other | 1% | 1% | - | - | 3% | 1% | - | 0% | 1% | - |
| Don't know | 0% | 1% | - | - | - | - | - | 1% | - | 3% |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Region | | | | | | |
|-------|--------|----------|------|--------|-------|-------|----------|
| Base | North | Midlands | East | London | South | Wales | Scotland |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 89 | 78 | 47 | 78 | 151 | 29 | 28 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 60% | 49% | 47% | 53% | 47% | 66% | 46% |
| Disappointed – They could have been informed in a better way | 46% | 37% | 47% | 53% | 46% | 48% | 31% | 54% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | 1% | 3% | - | - | 4% | 3% | - |
| Other | 1% | 1% | 1% | - | 1% | - | - | - |
| Don't know | 0% | 1% | - | - | - | 1% | - | - |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Which ONE of the following industry sectors do you work in/ does the company or organisation that you work for operate in? | | | | | | | |
|-------|--|--------------|--------|--------------------|-------------------------|-------------|-------|---------------|
| Base | Manufacturing | Construction | Retail | Financial services | Hospitality and leisure | Accountancy | Legal | IT & telecoms |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 43 | 36 | 43 | 34 | 17 | 10 | 7 | 62 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 40% | 67% | 56% | 41% | 59% | 60% | 43% | 48% |
| Disappointed – They could have been informed in a better way | 46% | 60% | 25% | 42% | 59% | 35% | 40% | 57% | 52% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | - | 6% | 2% | - | - | - | - | - |
| Other | 1% | - | 3% | - | - | - | - | - | - |
| Don't know | 0% | - | - | - | - | 6% | - | - | - |

YouGov Survey Results

Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Industry Sector | | | | | |
|-------|--|------------------------------|-----------|----------------------------------|-------------|-------|
| Base | Media/ marketing/ advertising/ PR & sales | Medical & health services | Education | Transportation & distribution | Real estate | Other |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 62 | 18 | 21 | 23 | 15 | 109 |
|---|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 56% | 67% | 29% | 61% | 53% | 50% |
| Disappointed – They could have been informed in a better way | 46% | 40% | 28% | 57% | 39% | 47% | 47% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | 2% | 6% | 10% | - | - | 3% |
| Other | 1% | 2% | - | 5% | - | - | - |
| Don't know | 0% | - | - | - | - | - | 1% |

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| Total | Company Turnover | | | | | | | | |
|-------|-----------------------|-------------------|--------------------|--------------------|----------------------|----------------------|----------------------|---------------------------|---------------------------|
| Base | First year of trading | Less than £25,000 | £25,000 to £49,999 | £50,000 to £99,999 | £100,000 to £249,999 | £250,000 to £499,999 | £500,000 to £999,999 | £1million to £1.99million | £2million to £2.99million |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 24 | 67 | 36 | 56 | 64 | 50 | 37 | 42 | 25 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 63% | 46% | 61% | 41% | 58% | 52% | 46% | 57% | 40% |
| Disappointed – They could have been informed in a better way | 46% | 33% | 48% | 39% | 57% | 39% | 46% | 51% | 40% | 60% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | 4% | 4% | - | 2% | 3% | - | 3% | 2% | - |
| Other | 1% | - | - | - | - | - | 2% | - | - | - |
| Don't know | 0% | - | 1% | - | - | - | - | - | - | - |

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Sample Size: 1059

Fieldwork: 21st -25th February 2011

| Total | Company Turnover | | | | | | | |
|-------|------------------------------|------------------------------|--------------------------------|--------------------------------|--------------------------------|-----------------------|------------|----------------------|
| Base | £3million to £4.99million | £5million to £9.99million | £10million to £19.99million | £20million to £34.99million | £35million to £49.99million | £50million or more | Don't know | Prefer not to say |

Recently a number of army officers learned that they were losing their jobs by email, as part of defence cuts. In the email, each officer was told they had one year's notice and advised to "start planning their resettlement". The Ministry of Defense have apologised, adding that commanding officers have since lent them support. Which one, if any, of the following BEST describes how you feel about this?

| | 500 | 19 | 16 | 5 | 3 | 1 | - | 8 | 47 |
|---|-----|-----|-----|-----|-----|------|---|-----|-----|
| All senior decision makers in small businesses | | | | | | | | | |
| Outraged – This is completely unacceptable | 51% | 42% | 63% | 60% | 67% | 100% | - | 50% | 51% |
| Disappointed – They could have been informed in a better way | 46% | 58% | 31% | 20% | 33% | - | - | 50% | 45% |
| Understanding – email is an acceptable way of informing the soldiers they are losing their jobs | 2% | - | 6% | - | - | - | - | - | - |
| Other | 1% | - | - | 20% | - | - | - | - | 2% |
| Don't know | 0% | - | - | - | - | - | - | - | 2% |