

**Appendix C-1  
Survey Interview Transcript**

**CATI Frontend Scripts**

**OMB # 0920-0630  
Expiration:**

**INTRO1** May I speak with [FILL SUBJECT NAME]?

- 1 YES → GO TO CONFRM
- 2 NOT AVAILABLE RIGHT NOW → SET APPOINTMENT
- 3 NO, DOES NOT LIVE/WORK HERE ANYMORE → GO TO INTRO4
- 4 NO → GO TO INTRO2
- 5 LANGUAGE BARRIER
- 6 REFUSED
- 9 MORE CODES

**[R]PRESS F10 FOR HELP[N]**

IF THE PERSON ON THE PHONE NEEDS MORE INFO, THEN SAY:  
I'm calling to speak to [FILL SUBJECT] about a research study concerning [FILL his/her] experiences at work that is being conducted by the National Institute for Occupational Safety and Health (NIOSH) is [FILL SUBJECT] available?

**PUT THE FOLLOWING ON A HELP SCREEN:**

If you have any questions about the survey or would like more information, please feel free to call Jennifer Wallin, the RTI Data Collection Task Leader, toll-free at 1-800-334-8571, extension 3525, Monday through Friday 9:00 am to 5:00 pm. If you are concerned about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll free number).

Public reporting burden of this collection of information is estimated to average 45 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspects of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0630).

**INTRO2**

Let me verify that this is the right number for [FILL SUBJECT NAME]

- 0 YES → GO TO INTRO7a
- 2 NO, BUT PERSON ON THE PHONE KNOWS THE SAMPLE MEMBER → GO TO INTRO4
- 4 NO → GO TO INTRO 2B
- 5 LANGUAGE BARRIER
- 6 REFUSED
- 8 CALLBACK FOR SUBJ
- 9 MORE CODES

IF THE PERSON ON THE PHONE NEEDS MORE INFO, THEN SAY:  
I'm calling to speak to [FILL SUBJECT] about a research study concerning [FILL his/her] experiences at work that is being conducted by the National Institute for Occupational Safety and Health (NIOSH) is [FILL SUBJECT] available?

**INTRO 2B** I'm trying to locate [FILL SUBJECT]. Do you know [FILL SUBJECT]?

0 YES (OR SUBJECT LIVES HERE) → GOTO INTRO4  
 2 KNOWS WHERE SUBJECT CAN BE REACHED BUT WILL NOT PROVIDE INFO (800#) → GOTO INTRO5  
 3 KNOWS SUBJECT BUT DOES NOT KNOW HOW TO REACH HIM/HER → GO TO END SCRIN  
 4 HAS NEVER HEARD OF SUBJECT → VERIFY PHONE

NUMBER

5 LANGUAGE BARRIER  
 6 REFUSED  
 9 MORE CODES

IF THE PERSON ON THE PHONE NEEDS MORE INFO, THEN SAY:  
 I'm calling to speak to [FILL SUBJECT] about a research study concerning [FILL his/her] experiences at work that is being conducted by the National Institute for Occupational Safety and Health (NIOSH) is [FILL SUBJECT] available?

**Intro 4** Can you tell me how I can reach [FILL SUBJECT] or do you know of anyone else who might know how to reach [FILL SUBJECT]?

1 YES, WILL GIVE INFO (THIS MAY ADD A NEW ROSTER LINE) → UPDATE

CONTACT INFO

2 NO, WILL NOT TELL (WILL NOT PROVIDE INFO) (800#) → GOTO INTRO5  
 3 NO, DOES NOT KNOW HOW TO REACH HIM/HER → GO TO END

SCRIN

5 YES, SUBJECT LIVES HERE (EITHER THIS IS SUBJECT'S NUMBER OR SUBJECT LIVES WITH THE PERSON ON THE PHONE) → GOTO INTRO7a  
 9 MORE CODES

**Intro 5** Would you be willing to take a message for [FILL SUBJECT]?

YES → GO TO INTRO 5B  
 NO → GO TO END SCRIN

**Intro5b** (Hello.) This is \_\_\_\_\_, calling on behalf of the National Institute for Occupational Safety and Health or NIOSH. We are trying to reach [FILL SUBJECT] about an important research study that NIOSH is conducting.

Please ask [FILL SUBJECT] to call [Fill Toll-Free Number], a toll-free number, and refer to case ID number [FILL CSID]. Thank you, and have a nice day/evening.

**intro 7a**

IF NOT ALREADY SPEAKING WITH RESPONDENT, ASK:  
May I speak with [FILL SUBJECT]?

- 1 YES, SUBJECT IS AVAILABLE → GO TO CNFRM
- 2 SUBJECT WILL CALL RTI → GOTO INTRO 5B
- 3 SUBJECT NOT AVAILABLE → SET APPT
- 5 LANGUAGE BARRIER
- 6 REFUSED
- 9 MORE CODES

[R]PRESS F10 FOR HELP[N]

IF THE PERSON ON THE PHONE NEEDS MORE INFO, THEN SAY:  
I'm calling to speak to [FILL SUBJECT] about a research study concerning [FILL his/her] experiences at work that is being conducted by the National Institute for Occupational Safety and Health (NIOSH) is [FILL SUBJECT] available?

**PUT THE FOLLOWING ON A HELP SCREEN:**

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**T\_CHK**

Hello, this is \_\_\_\_\_. I'm calling on behalf of the National Institute for Occupational Safety and Health (NIOSH) which is conducting a survey to find out about the relationships among working conditions, company programs, and employee health.

First, I'd like to confirm that you are [FILL SUBJECT] ?.

- 1 YES
- 2 NO → GO TO INTRO2

[R]PRESS F10 FOR HELP[N]

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**EMPLOY** Are you still employed by (FILL COMPANY NAME)?

- 1 YES → GO TO **LTR\_S@Ans**
- 2 NO → GO TO WHEN

**WHEN** When did you leave employment at (FILL COMPANY NAME)?

**WHY** Why did you leave?

INTERVIEWER NOTE: PICK ALL THAT APPLY

- 1 Company reduction in work force
- 2 Fired/Let go
- 3 Better opportunity /higher pay
- 4 Graduated from school
- 5 Changed line of work
- 6 Relocated
- 7 Medical/Family/Personal Reasons
- 8 Other

**ANY** Did any of the following job conditions influence your decision to leave?

INTERVIEWER NOTE: PICK ALL THAT APPY

- 1 Problems with boss
- 2 Problems with coworkers
- 3 The job did not fit your skilss
- 4 The workload was too high
- 5 The job was challenging
- 6 You experienced harassment

**SATIS** Were you satisfied with the following at (FILL COMPANY NAME)?

The health care benefits?

- 1 YES
- 2 NO

The work-life benefits (such as flextime, job sharing, or paid maternity leave)?

- 1 YES
- 2 NO

The training and career enhancement opportunities?

- 1 YES
- 2 NO

The health promotion programs?

- 1 YES
- 2 NO

**PAST** In the past year, did you have a time, lasting at least 2 weeks, when you didn't care about things that you usually cared about, or when you didn't enjoy the things you usually enjoyed?

- 1 YES
- 2 NO

**GOTO PYTAD1**

**LTR\_S@Ans** Last year you completed a telephone interview with the National Institute for Occupational Safety and Health or NIOSH. This research study is being conducted to learn about how the workplace affects the physical and mental health of employees. Do you remember completing a telephone interview with NIOSH last year?

IF THE RESPONDENT REFUSES, USE ESC KEY FOR A BREAKOFF

1	YES	→	GOTLT
2	NO	→	NOLET
F3	DK	→	NOLET

[R]PRESS F10 FOR HELP[N]

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**GOTLTS\_@ANS** (Good.) The results of this study will be used to help NIOSH understand the relationships among working conditions, company policies and employee health. The questions should take about 50 minutes, depending on your answers. Your participation is **voluntary** and all the information you provide will be kept *strictly confidential*. NIOSH has an assurance of confidentiality for this study, which means that **all** information from this interview that could possibly identify any person or business has been collected with a guarantee that it will be held in strict confidence by RTI and NIOSH. The data will be used only for purposes stated in this study, and will not be disclosed or released to anyone other than authorized staff of NIOSH without the consent of the person or the business. This is in accordance with Section 308(d) of the Public Health Service Act (42 U.S.C.242m(d)). Your answers are kept in a secure database that does not have any names on it and only the research team has access to the database. You do not have to answer any questions that you do not want to. As a thank you, we would like to offer you a \$25 check for participating in this survey. We really appreciate your help and cooperation. If this is a convenient time to complete the entire interview, let's begin.

NEED TO RESCHEDULE OR THE RESPONDENT REFUSES, USE ESC KEY FOR BREAKOFF

[R]PRESS F10 FOR HELP[N]

PRESS <1> TO CONTINUE → GO TO GNDR

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**NOLET@ANS** Okay, let me explain why I'm calling. Your place of business was recruited last year to take part in a survey concerning workplace policies, conducted by the National Institute for Occupational Safety and Health (NIOSH). You completed a telephone interview and received a check for \$25 for your participation. The first part of the interview you were asked questions by an interviewer. For the second part, a voice recording asked you questions and you answered them by using your telephone buttons. You volunteered to take part in this study by signing a consent form giving us permission to contact you. The results of this study will be used to help NIOSH understand the relationships among working conditions, company policies and employee health.

The questions should take about 50 minutes, depending on your answers. Your participation is **voluntary** and all the information you provide will be kept **strictly confidential**. NIOSH has an assurance of confidentiality for this study, which means that **all** information from this interview that could possibly identify any person or business has been collected with a guarantee that it will be held in strict confidence by RTI and NIOSH. The data will be used only for purposes stated in this study, and will not be disclosed or released to anyone other than authorized staff of NIOSH without the consent of the person or the business. This is in accordance with Section 308(d) of the Public Health Service Act (42 U.S.C.242m(d)). Your answers are kept in a secure database that does not have any names on it and only the research team has access to the database. You do not have to answer any questions that you do not want to. As a thank you, we would like to offer you a \$25 check for participating in this survey. We really appreciate your help and cooperation. If this is a convenient time to complete the entire interview, let's begin.

IF THE RESPONDENT REFUSES, USE ESC KEY FOR A BREAKOFF

[R]PRESS F10 FOR HELP[N]

PRESS <1> TO CONTINUE

**PUT THE FOLLOWING ON A HELP SCREEN:**



If you have any questions about the survey or would like more information, please feel free to call Jennifer Wallin, the RTI Data Collection Task Leader, toll-free at 1-800-334-8571, extension 3525, Monday through Friday 9:00 am to 5:00 pm. If you are concerned about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll free number).

**GNDR** TI: IS THE PERSON YOU ARE SPEAKING WITH MALE OR FEMALE?

IF NECESSARY, SAY: For survey purposes, I have to ask. Are you male or female?

- 1 MALE
- 2 FEMALE

**CNFAD** I would like to confirm the location you are at right now, in case an emergency arises while we are on the telephone. Are you at:

[FILL PRELOADED ADDR1]  
[FILL PRELOADED ADDR2]  
[FILL PRELOADED CITY]  
[FILL PRELOADED STATE]  
[FILL PRELOADED ZIP]

- 1 YES → GO TO START
- 2 NO → GO TO RVSAD
- F3 DK → GO TO START
- F4 REF → GO TO START

**RVSAD** Could you please give me the address of where you are right now?

[FILL PRELOADED ADDR1]  
[FILL PRELOADED ADDR2]  
[FILL PRELOADED CITY]  
[FILL PRELOADED STATE]  
[FILL PRELOADED ZIP]

[CATI: TIS SHOULD BE ABLE TO REVISE PRELOADED INFO AS NECESSARY ON THIS SCREEN]

**START** Thank you. Now we will begin.

**END SCRIN** Thank you very much for your time.

**Answering Machine message:**

Hello, this is \_\_\_\_\_, calling on behalf of the National Institute for Occupational Safety and Health or NIOSH. We are trying to reach [FILL SUBJECT] about an important research study that NIOSH is conducting.

Please ask [FILL SUBJECT] to call [1-800-262-4494], a toll-free number, and refer to case ID number [FILL CSID]. Thank you, and have a nice day/evening.

CATI: COLLECT ADDRESS AFTER SM HAS COMPLETED BLAISE PORTION OF INTERVIEW AND IS BACK IN CASES, BEFORE TRANSFERRED TO TACASI.

PYTAD1 As a thank you for your participation, we would like to offer you a payment o \$25 upon completion of this interview. We would like to collect information so that we can mail you your check for \$25.

Please confirm the name that you would like for us to include on the check:

[Fill preloaded first name]  
[Fill preloaded MI]  
[Fill preloaded last name]

[CATI: TIS SHOULD BE ABLE TO REVISE PRELOADED INFO AS NECESSARY ON THIS SCREEN]

To what address would you like this mailed?

- 1 [fill preloaded address]
- 2 [fill address from LOCATION2]
- 3 DIFFERENT ADDRESS

Addr1 \_\_\_\_\_  
Addr2 \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_  
Zip \_\_\_\_\_

PYTAD As a thank you for your participation, we would like to offer you a payment of \$25 upon completion of this interview. Before we transfer you to the second part of this interview where you will be able to answer the last group of questions in private, we would like to collect information so that we can mail you your check for \$25.

Please confirm the name that you would like for us to include on the check:

[Fill preloaded first name]  
[Fill preloaded MI]  
[Fill preloaded last name]

[CATI: TIS SHOULD BE ABLE TO REVISE PRELOADED INFO AS NECESSARY ON THIS SCREEN]

To what address would you like this mailed?

- 1 [fill preloaded address]
- 2 [fill address from LOCATION2]
- 3 DIFFERENT ADDRESS

*Addr1* \_\_\_\_\_  
*Addr2* \_\_\_\_\_  
*City* \_\_\_\_\_  
*State* \_\_\_\_\_  
*Zip* \_\_\_\_\_

CATI: BELOW ARE THE SCREENS THAT WILL BE PLAYED DURING THE INTRODUCTION OF THE TACASI BEFORE THE INTERVIEWER IS ASKED TO HANG UP.

**taci1**

The first part of the interview is over. Now, we'd like you to answer a few more questions privately using your telephone buttons to indicate your responses.

In this section, the computer interview may be disconnected if you put this call on hold so we're requesting that you please don't take other calls or use Call Waiting during the remainder of the interview.

PRESS ENTER TO CONTINUE

**INTVWR1**

In just a moment I will connect you to the computer interview. First, there will be 3 practice questions. I'll still be on the line for these, so if you need help, just speak to me. Do you have any questions for me now? ANSWER QUESTIONS, IF ANY.

PRESS ENTER TO CONTINUE

**to\_taci**

Now I'm going to put you on hold while I connect this call to the computer. It may take a minute, so don't hang up.

PRESS THE "MORE" BUTTON UNTIL YOU SEE THE MENU OPTION, "CONFRN."  
PRESS "CONFRN" BUTTON ONE TIME TO PUT R ON HOLD. DIAL 7136. WAIT FOR T-ACASI TO ANSWER PHONE ENTER 8 DIGIT RESPONDENT ID (SLOWLY) PRESS "CONFRN" AGAIN. (THIS BRINGS R ON LINE.) THEN PRESS # STAY ON LINE FOR THE TUTORIAL

PRESS ENTER TO CONTINUE

**transfr**

T-ACASI TRANSFER SUCCESSFUL ON TRY NUMBER (1-8):

CODE "9" IF TRANSFER WAS UNSUCCESSFUL.

**VOICE RECORD #1**

THANK YOU FOR AGREEING TO PARTICIPATE IN THIS SURVEY. YOU MAY FEEL MORE COMFORTABLE ANSWERING THE NEXT FEW QUESTIONS IN PRIVATE. THE INTERVIEWER WILL NOT BE ON THE PHONE TO ASK YOU THESE

QUESTIONS. YOU WILL HEAR THE QUESTION AND THE ANSWER CHOICE ON THE TAPE RECORDING JUST LIKE THE INTERVIEWER HAS BEEN ASKING THE QUESTIONS SO FAR. INSTEAD OF SAYING YOUR ANSWERS OUT LOUD, HOWEVER, YOU WILL JUST ENTER THE NUMBER THAT IS ASSOCIATED WITH YOUR ANSWER USING THE TOUCH DIAL ON YOUR TELEPHONE.

PRESS 1 TO CONTINUE

**VOICE RECORD #2**

IF AT ANY TIME YOU ARE STUCK AND YOU ARE NOT CERTAIN WHAT TO DO, PRESS THE STAR KEY AND YOU WILL HEAR THE FOLLOWING OPTIONS. YOU MAY WANT TO JOT DOWN THE FOLLOWING OPTIONS ON A PIECE OF PAPER TO MAKE THIS PART OF THE INTERVIEW EASIER FOR YOU.

PRESS \* R IF YOU REFUSE TO ANSWER THAT QUESTION  
PRESS \* D IF YOU DON'T KNOW THE ANSWER TO THE QUESTION  
PRESS \* B TO BACKUP 1 QUESTION  
PRESS \* L TO LISTEN TO THE QUESTION AGAIN

PRESS ENTER TO CONTINUE

**VOICE RECORD #3**

LET'S PRACTICE USING YOUR KEYPAD TO ANSWER A QUESTION BEFORE WE BEGIN THE SURVEY.

I'M GOING TO ASK YOU A FEW QUESTIONS ABOUT YOUR JOB. PLEASE TRY TO ANSWER THE QUESTIONS AS ACCURATELY AS YOU CAN.

PRESS ENTER TO CONTINUE

**QTEST1**

HOW MANY MINUTES, ON AVERAGE, DOES IT TAKE YOU TO TRAVEL TO YOUR WORKPLACE?

IF LESS THAN 10 MINUTES PRESS 1  
IF 10-19 MINUTES PRESS 2  
IF 20-29 MINUTES PRESS 3  
IF 30-39 MINUTES PRESS 4  
IF 40 MINUTES OR MORE, PRESS 5

PRESS ENTER TO CONTINUE

**QTEST 2**

DO YOU USE A COMPUTER AT WORK?

IF YES PRESS 1

IF NO PRESS 9

PRESS ENTER TO CONTINUE

**QTEST 3**

HOW OFTEN DO YOU HAVE TO GO TO MEETINGS THAT AREN'T RELATED TO YOUR WORK?

NEVER PRESS 1

A FEW TIMES PER YEAR PRESS 2

A FEW TIMES PER MONTH PRESS 3

A FEW TIMES PER WEEK PRESS 4

DAILY PRESS 5

PRESS ENTER TO CONTINUE

**VOICE RECORD # 4**

THE INTERVIEWER IS GOING TO DISCONNECT FROM THE CALL NOW SO THAT YOU MAY ANSWER IN COMPLETE PRIVACY. REMEMBER, IF AT ANY TIME YOU NEED HELP, PRESS THE STAR KEY AND YOU WILL HEAR A LIST OF OPTIONS.

[R]INTERVIEWER, PLEASE HANG UP NOW[N]

**brk1**

The computer portion of the interview was not completed entirely. Was this because of problems with the computer or because you decided to end the interview yourself by hanging up?

- 1 COMPUTER PROBLEMS
- 2 RESPONDENT HUNG UP
- F3 DON'T KNOW
- F4 REFUSED

**brk2@ans**

Were the computer problems caused by ...

- 1 call waiting disrupting your interview,
- 2 the computer hanging up on you, or
- 3 something else
- F3 DON'T KNOW

F4 REFUSED

**brk2a**

About how many minutes went by between the computer asking you a question and you noticing the computer had hung up?

TI: PROBE IF NECESSARY - As best you can recall.

(0-15) MINUTES

F3 DON'T KNOW

F4 REFUSED

**brk3@a**

Did you decide to stop because ...

- 1 the interview was too long,
  - 2 you didn't like the questions,
  - 3 there was an emergency,
  - 4 you didn't like being interviewed by a computer, or
  - 5 something else
- F3 DON'T KNOW  
F4 REFUSED

**brk4**

We would appreciate it if you could complete the remaining interview questions.

TI: ANSWER ANY QUESTIONS R MAY HAVE

- 1 AGREED TO COMPLETE THE T-ACASI INTERVIEW
- 2 REFUSED TO COMPLETE THE T-ACASI INTERVIEW

THE FOLLOWING SCRIPT IS THE END SCRIPT TO BE READ TO THE SAMPLE MEMBERS AT THE END OF THE TACASI PORTION OF THE INTERVIEW.
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**END SCRIPT:** We sincerely appreciate your time and responses to this survey. If in reviewing your physical and mental health, you have concerns or would like further information about how to improve your overall well-being, you may contact your doctor or primary care physician. Thank you very much for your participation in this important research study. You should receive your check for twenty-five dollars in 3-4 weeks. If you have any further



questions about this survey, please contact Jennifer Wallin at 1-800-334-8571, extension 3525. Have a very nice day.