

Changes to the BC-1294, Field Representative Exit Questionnaire

Page 1 (Cover Page)

The information recorded on page 1, Sections A – F, will not be asked of respondents but will be prefilled by the interviewer.

Reformat upper right hand corner titled “Field Representative Information” and add new items to read: A. Field Representative Information

1. Regional Office
2. Field Representative Name
3. Field Representative Employee ID
4. Field Representative Home Telephone Number
5. Effective Date of Termination
6. Reason for Termination (*See Section F*)

Section B, Column 3: Result of Contact – add “*See Section C*”

Section B, Column 4: Interview Type – add “*See Section D*”

Section C: Result of Contact – Rearrange options as follows:

- 1 – Ring, no answer
- 2 – Line was busy
- 3 – Number was a FAX line
- 4 – Telephone disconnected
- 5 – Left message on answering machine/voice mail

- 6 – Spoke with someone other than respondent
 - a. left message for respondent
 - b. respondent not accepting calls
 - c. respondent no longer at the number

- 7 – Spoke with respondent
 - a. conducted interview
 - b. reached cell phone – he/she will call back on LAN line
 - c. asked to call back on different phone number
 - d. respondent refused interview

- 8 – Other – *specify* _____

Add to lower right corner of cover page - to the right of Section E:

F. Reason for Termination *Use to fill item A.6 above.*

- 1 = Resignation
- 2 = Lack of Work
- 3 = Term Expired
- 4 = Unsatisfactory Performance
- 5 = Misconduct
- 6 = Other

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In the introduction paragraph, change the expiration date of the OMB control number to reflect the new expiration date.

Revise the introduction paragraph to read as follows: "...from the U.S. Census Bureau in Washington D.C. We are concerned with the job satisfaction among our Field Representatives so we are interviewing a sample of FRs who have recently left the Census Bureau. I would like to ask you a few questions about why you quit working for the Census Bureau. This information is being collected to determine the reasons for turnover among field representatives, and will be used to develop effective policies and procedures designed to retain field representatives and reduce turnover. Routine uses of this information will be in accordance with the System of Records Notice that applies to this collection of information. The information will be protected from disclosure under the Freedom of Information Act (5 U.S.C. section 552) and the Privacy Act (5 U.S.C. section 552a) to the extent provided by law. This survey is voluntary..."

- Q5a: Remove "ACS (American Community Survey)" and replace with ACS-HU (American Community Survey – Housing Units) ACS-GQ (American Community Survey – Group Quarters) and renumber remaining options accordingly
- Q5b: Remove AHSN (American Housing Survey – National) and AHSMS (American Housing Survey – MS) and replace with "AHS (American Housing Survey)" and renumber remaining options accordingly
- Q5f: Remove FHWAR (National Survey of Fishing, Hunting and Wildlife Associated Recreation) and renumber remaining options accordingly
- Q5i: Remove NSCG (National Survey of College Grads) and renumber remaining options accordingly.

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Q8b: Automation Software Problems

b3 - Remove “Did not like the change from DOS to Windows base instrument” and replace with “Keeping track of multiple passwords”

Add “Encryption software creating problems” and renumber remaining options

Q8i: Performance

Add i6: “Did not like changes in the performance appraisal process”

Add i7: “Not enough annual observations”

Q8l: Survey/Survey Questions

Combine l1 and l4 to read “Disliked asking personal/sensitive questions” and renumber remaining options

l5: Remove “Disliked asking Social Security number” and renumber remaining options accordingly

Q8m: Workload/Assignments

m5: Reword statement to read “Did not like working on multiple surveys”

Q8o: Training

Add option: “Not enough on-the-job training opportunities”

Add new category under Section 2 – Reasons for Turnover, Question 8:

p: Security and Confidentiality

p1: Difficulty following new data security procedures

p2: Increased pressure to safeguard the laptop

p3: Increased pressure to protect Personal Identifiable Information (PII) and Title 13 data (e.g., not able to keep case notes on paper)

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Q11: Remove option 5: Social Security number (this option is no longer applicable)

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Last statement in box under Q22: Add “Note to Interviewer” before the statement “Remember to specify on the front cover whether this was a complete interview.”