

FORM **BC-1294(D)**  
(5-6-2009)

U.S. DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. CENSUS BUREAU

**DECENNIAL FIELD STAFF  
EXIT QUESTIONNAIRE  
2010 Census**

**A. Lister/Enumerator Information**

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

**B. Record of Contact**

Date/Time of Contact (1)			Interviewer (2)	Result of Contact (See Section C) (3)	Interview Type (See Section D) (4)	Comments (5)
Date	Start Time	Stop Time				

**C. Result of Contact** – Use to fill in column 3 above.

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Ring, no answer</li> <li>2. Line was busy</li> <li>3. Number was a FAX line</li> <li>4. Telephone out of order/disconnected</li> <li>5. Left message on answering machine/voicemail</li> <li>6. Spoke with someone other than respondent                         <ol style="list-style-type: none"> <li>a. left message for respondent</li> <li>b. respondent not accepting calls</li> <li>c. respondent no longer at the number</li> </ol> </li> </ol> | <ol style="list-style-type: none"> <li>7. Spoke with respondent                         <ol style="list-style-type: none"> <li>a. conducted interview</li> <li>b. reached cell phone – he/she will call back on land line</li> <li>c. asked to call back on different phone number</li> <li>d. respondent refused interview</li> </ol> </li> <li>8. Other – <i>Specify</i> _____</li> </ol> |
|---|---|

**D. Interview type** – Use to fill in Column 4 above.

- 1 = Completed Interview
- 2 = Partial/Incomplete Interview
- 3 = Non-Interview, Refusal
- 4 = Non-Interview, Other

**E. If final interview type is Non-interview, Other** – please explain reason for noninterview.

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**F. Reason for Termination** – Use to fill item A6 above.

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

**Script for Answering Machines/Nonrespondent:** Hello, I'm [Your name] from the U.S. Census Bureau in Washington, D.C. I'm calling to talk to [Lister's/Enumerator's first and last name] to ask a few questions about employment with the Census Bureau. Please call me back at the following toll free number: 1-877-560-7370. Thank you. I look forward to hearing from you.

[Telephone introduction]: Hello, I would like to speak with [Lister's/Enumerator's first and last name]. Hello, I'm \_\_\_\_\_ from the U.S. Census Bureau in Washington, D.C. We are concerned with the job satisfaction among our 2010 Census Field Staff so we are interviewing a sample of Listers/Enumerators 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 Staff, and will be used to develop effective policies and procedures designed to retain Field Staff 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 and will only take about ten minutes. The OMB control number, 0607-0404 expires on 02/29/2012. The Census Bureau may not conduct or sponsor, and a person is not required to respond to, the information collection unless it displays a currently valid OMB control number.

**Section 1 - REASONS FOR TURNOVER**

**1. Which of the following jobs were assigned to you? Please answer "Yes" or "No" after I read each one. Did you work as a(n) . . .? (If calling during Address Canvassing, read response categories a through f. If calling during Update/Enumerate, read response categories a through i. If calling during NRFU, read categories a through g and j through q. Mark (X) one box for each item.)**

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> Address Canvassing Lister                                     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> Address Canvassing Quality Control Lister                     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> Address Canvassing Crew Leader                                | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> Address Canvassing Quality Control Crew Leader                | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> Address Canvassing Crew Leader Assistant                      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> Address Canvassing Quality Control Crew Leader Assistant      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> Group Quarters Validation/Enumeration Enumerator              | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> Update/Enumerate Field Enumerator                             | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> Update/Enumerate Field Crew Leader                            | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> Nonresponse Followup (NRFU) Enumerator                        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> Nonresponse Followup (NRFU) Office Staff                      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> Nonresponse Followup (NRFU) Crew Leader                       | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> Nonresponse Followup (NRFU) Crew Leader Assistant             | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> Nonresponse followup (NRFU) Reinterview Enumerator            | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>o.</b> Nonresponse Followup (NRFU) Reinterview Office Staff          | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>p.</b> Nonresponse Followup (NRFU) Reinterview Crew Leader           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>q.</b> Nonresponse Followup (NRFU) Reinterview Crew Leader Assistant | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>r.</b> Not sure/don't know (Do not read)                             | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

If only item a, b, c, d, e, or f is "Yes", go to question 2.  
 If item h or i is "Yes", go to question 22. If item j, l, m, n, p, or q is "Yes", go to question 36.

If only item r is "Yes" and respondent worked Address Canvassing, go to question 2. If only item r is "Yes" and respondent worked Update/Enumerate, go to question 22. If only item r is "Yes" and respondent worked NRFU, go to question 36. If only g, k or o is "Yes", then go to the "Thank You" paragraph on the last page.

**2. For approximately how many households did you conduct Address Canvassing using the hand-held computer? (Enter a whole number. Probe if necessary.)**

\_\_\_\_\_ Number of housing units canvassed using the hand-held computer

888  Don't remember

**3. Which of the following statements most closely describes your employment situation with Census? (Read each response category. Mark (X) only one.)**

- 1  You completed your assignment and were not asked to perform additional work or were told there was no additional work available – Go to question 4.
- 2  You completed your assignment and turned down an offer to perform other Census tasks – Go to question 7.
- 3  You quit before your assignment was completed – Go to question 8
- 4  You were asked to leave before your assignment was completed – Go to question 12
- 5  You left during training – Go to question 16a
- 6  You completed training, but quit before doing any additional work – Go to question 16a

**4. If you had been asked, would you have continued with similar work at your same location? (Mark (X) only one.)**

- 1  Yes
- 2  No
- 3  Not sure

**5. If you had been asked, would you have worked at other tasks for Census? (Mark (X) only one.)**

- 1  Yes
- 2  No
- 3  Not sure

If both question 4 and question 5 are "No", continue to question 6. If only question 4 is "Yes" and question 5 is "No", go to question 7. Otherwise, go to question 12.

**Section 1 - REASONS FOR TURNOVER - Continued**

**6. Which of the following reasons describe why you would have turned down an offer to continue working for the Census Bureau had you been asked? Please answer "Yes" or "No." Was it because . . .? (Read each item. Mark (X) one box for each item.)**

- |  | Yes                        | No                         |
|--|----------------------------|----------------------------|
| <b>a.</b> You had earned enough money  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You had another job and it was too burdensome to work the Census job, in addition to another job           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You did not like or had difficulty using the maps on the hand-held computers                               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You wanted to spend more time at non-work related activities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like or had difficulty using the hand-held computer to update address records                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You did not like the working conditions  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You thought the pay was too low to continue  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like the overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> You needed time for family/personal responsibilities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You did not like or had difficulty trying to transmit in areas where wireless technology was not available | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> You had transportation problems  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement)        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> You did not like your supervisor   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> You did not like interacting with respondents  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>o.</b> Work was finished in your immediate area and you did not wish to work in another area                      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>p.</b> You were frustrated by the technical problems with the hand-held computer                                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 9.

**7. Which of the following reasons describe why you turned down an offer to perform other tasks for the Census Bureau? Please answer "Yes" or "No." Was it because . . .? (Read each item. Mark (X) one box for each item.)**

- |  | Yes                        | No                         |
|--|----------------------------|----------------------------|
| <b>a.</b> You had earned enough money  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You had another job and it was too burdensome to work the Census job, in addition to another job           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You did not like or had difficulty using the maps on the hand-held computers                               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You wanted to spend more time at non-work related activities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like or had difficulty using the hand-held computer to update address records                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You did not like the working conditions  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You thought the pay was too low to continue  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like the overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> You needed time for family/personal responsibilities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You did not like or had difficulty trying to transmit in areas where wireless technology was not available | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> You had transportation problems  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement)        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> You did not like your supervisor   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> You did not like interacting with respondents  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>o.</b> Work was finished in your immediate area and you did not wish to work in another area                      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>p.</b> You were frustrated by the technical problems with the hand-held computer                                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 9.

**Section 1 – REASONS FOR TURNOVER – Continued**

**8. Which of the following reasons describe why you quit working for the Census Bureau before your assignment was completed? Please answer "Yes" or "No." Was it because . . . ?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| a. You had earned enough money  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| b. You had another job and it was too burdensome to work the Census job, in addition to another job           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| c. You did not like or had difficulty using the maps on the hand-held computers                               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| d. You wanted to spend more time at non-work related activities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| e. You did not like or had difficulty using the hand-held computer to update address records                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| f. You did not like the working conditions  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| g. You thought the pay was too low to continue  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| h. You did not like the overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| i. You needed time for family/personal responsibilities   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| j. You did not like or had difficulty trying to transmit in areas where wireless technology was not available | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| k. You had transportation problems  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| l. You were concerned about the effect this job would have on your benefits (such as TANF, retirement)        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| m. You did not like your supervisor   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| n. You did not like interacting with respondents  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| o. Work was finished in your immediate area and you did not wish to work in another area                      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| p. You were frustrated by the technical problems with the hand-held computer                                  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**9. Out of the reasons you just mentioned, which reason is the most important to you?** (Read each response category. Mark (X) one box only.)

- 1  You had earned enough money
- 2  You had another job and it was too burdensome to work the Census job, in addition to another job
- 3  You did not like or had difficulty using the maps on the hand-held computers
- 4  You wanted to spend more time at non-work related activities
- 5  You did not like or had difficulty using the hand-held computer to update address records
- 6  You did not like the working conditions
- 7  You thought the pay was too low to continue
- 8  You did not like the overtime policy
- 9  You needed time for family/personal responsibilities
- 10  You did not like or had difficulty trying to transmit in areas where wireless technology was not available
- 11  You had transportation problems
- 12  You were concerned about the effect this job would have on your benefits (such as TANF, retirement)
- 13  You did not like your supervisor
- 14  You did not like interacting with respondents
- 15  Work was finished in your immediate area and you did not wish to work in another area
- 16  You were frustrated by the technical problems with the hand-held computer

*If item f is marked in questions 6, 7 or 8, or item 6 is marked in question 9, continue with question 10. Otherwise, go to question 12.*

**Section 1 - REASONS FOR TURNOVER - Continued**

**10. Which of the following working conditions did you dislike? Please answer "Yes" or "No." Was it . . . ?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> Working on the weekends   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> Working in the evenings   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> Working on holidays   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> Performing the job's physical requirements (i.e., walking, climbing stairs, carrying the hand-held computer and other job-related materials.) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> Using the hand-held computer  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> Working in areas that you thought were unsafe (e.g., high crime areas)  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> Reading and using Census maps on the hand-held computer   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> Working in all types of weather   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> The reimbursement policy for personal cell phone usage  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> Too much pressure to perform the amount of work expected  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> Working with your crew leader/crew leader assistant   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> Trying to transmit in areas where wireless technology was not available   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> Changes in performance expectations   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> The overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>o.</b> Other – Explain _____   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

If item e is marked, continue with question 11. Otherwise, go to question 12.

**11. Which of the following did you dislike about using the hand-held computer? Please answer "Yes" or "No." Was it . . . ?** (Read each response category. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> Using the hand-held computer to conduct Address Canvassing  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> Using the screen level help on the hand-held computer   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> Reading and using the maps on the hand-held computer to locate addresses  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> Trying to juggle the hand-held computer and the other materials needed for Address Canvassing (e.g., privacy notices, Quick Reference Card and How-To-Guides) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> Having to transmit in areas where wireless technology was not available   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> The technical problems with the hand-held computer  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> Using the text messaging on the hand-held computer  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> Using the online CBTs (computer based training)   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**12. I'm now going to read you a list of Address Canvassing job tasks. As I read each task, tell me how satisfied you were with the guidance and training you received to perform that job task. Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with the guidance and training you received to help you use the hand-held computers to . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the answer categories - very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied)

	VERY SATISFIED	SOME-WHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOME-WHAT DISSATISFIED	VERY DISSATISFIED
<b>a.</b> Locate a block	1	2	3	4	5
<b>b.</b> Make transmissions in areas where wireless technology was not available	1	2	3	4	5
<b>c.</b> Canvass a block	1	2	3	4	5
<b>d.</b> Update address information for living quarters	1	2	3	4	5
<b>e.</b> Add streets to the maps on the hand-held computers	1	2	3	4	5

**Section 1 – REASONS FOR TURNOVER – Continued**

**13. The following questions are about your supervisor. Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the response categories - very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied)

	VERY SATISFIED	SOME-WHAT SATISFIED	NEITHER SATISFIED NOR DIS-SATISFIED	SOME-WHAT DIS-SATISFIED	VERY DIS-SATISFIED
<b>a.</b> The availability of your supervisor	1	2	3	4	5
<b>b.</b> Your supervisor's ability to help you resolve work-related problems	1	2	3	4	5
<b>c.</b> Communication between you and your supervisor	1	2	3	4	5
<b>d.</b> Your supervisor's knowledge of conducting Address Canvassing using the hand-held computer	1	2	3	4	5
<b>e.</b> Your supervisor's knowledge of how to use the maps on the hand-held computer	1	2	3	4	5
<b>f.</b> Your supervisor's monitoring of the total number of hours you worked	1	2	3	4	5
<b>g.</b> Your supervisor's monitoring of your progress in completing your work	1	2	3	4	5
<b>h.</b> Your daily meetings with your supervisor	1	2	3	4	5
<b>i.</b> Your supervisor's granting of approval for overtime work	1	2	3	4	5

**14. Now I'm going to ask you about how often you had trouble using the hand-held computer while working. Did you always, often, sometimes, rarely, or never have problems with . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the answer categories always, often, sometimes, rarely, or never)

	ALWAYS	OFTEN	SOME-TIMES	RARELY	NEVER
<b>a.</b> Reading the information on the screen due to lighting conditions	1	2	3	4	5
<b>b.</b> Reading the information on the screen due to font size	1	2	3	4	5
<b>c.</b> Reading the information on the screen due to font style	1	2	3	4	5
<b>d.</b> Reading the information on the screen due to the color of the print	1	2	3	4	5
<b>e.</b> The screen going blank too frequently	1	2	3	4	5
<b>f.</b> Using the maps on the hand-held computer	1	2	3	4	5
<b>g.</b> Using the map tools (zoom, pan, etc.) on the hand-held computer	1	2	3	4	5
<b>h.</b> Using the stylus to input information into the computer	1	2	3	4	5
<b>i.</b> Using the pop-up keyboard	1	2	3	4	5
<b>j.</b> Transmitting in areas where wireless technology was not available	1	2	3	4	5
<b>k.</b> Getting locked out of the hand-held computer	1	2	3	4	5
<b>l.</b> Hand-held computer freezing up	1	2	3	4	5
<b>m.</b> Using the "you-are-here" feature on the maps	1	2	3	4	5



**Section 1 – REASONS FOR TURNOVER – Continued**

**15a. I'm now going to read you a list of Address Canvassing job tasks. Please tell me how often you used the hand-held computer to perform each task when you were either planning your day and/or listing addresses. Did you always, often, sometimes, rarely, or never . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the answer categories; always, often, sometimes, rarely, or never)

	ALWAYS	OFTEN	SOME-TIMES	RARELY	NEVER
1. While planning your day, use the maps on the computer to find the blocks in your assignment	1	2	3	4	5
2. While planning your day, use the computer map to determine a travel route	1	2	3	4	5
3. Use the hand-held computer when conducting interviews to verify and update address information	1	2	3	4	5
4. Use the hand-held computer maps and GPS to add streets to your map	1	2	3	4	5

**15b. I'm now going to ask you how helpful the hand-held computer was to you when you were conducting Address Canvassing. As I read the list of job tasks, please tell me if you thought the hand-held computer was very helpful, somewhat helpful, neither helpful nor unhelpful, somewhat unhelpful, or very unhelpful when completing the task. How helpful was . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the answer categories; very helpful, somewhat helpful, neither helpful nor unhelpful, somewhat unhelpful, or very unhelpful)

	VERY HELPFUL	SOMEWHAT HELPFUL	NEITHER HELPFUL NOR UNHELPFUL	SOMEWHAT UNHELPFUL	VERY UNHELPFUL
1. The map on your hand-held computer to find the blocks in your assignment when you were planning your day	1	2	3	4	5
2. The hand-held computer map to determine a travel route when you were planning your day	1	2	3	4	5
3. The hand-held computer when conducting interviews to verify and update address information	1	2	3	4	5
4. The hand-held computer map and GPS to add streets to your map	1	2	3	4	5

**Section 1 – REASONS FOR TURNOVER – Continued**

**15c. I'm now going to ask you how difficult or easy it was for you to perform specific Address Canvassing job tasks. As I read each job task, please tell me if you think it was very difficult, somewhat difficult, neither difficult nor easy, somewhat easy, or very easy for you to . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the answer categories; very difficult, somewhat difficult, neither difficult nor easy, somewhat easy, or very easy.)

	VERY DIFFICULT	SOMEWHAT DIFFICULT	NEITHER DIFFICULT NOR EASY	SOMEWHAT EASY	VERY EASY
1. Use the map on the hand-held computer to plan your route of travel	1	2	3	4	5
2. Use the hand-held computer when conducting interviews to verify address information	1	2	3	4	5
3. Use the hand-held computer map and GPS to add streets to your map	1	2	3	4	5
4. Get respondents to cooperate	1	2	3	4	5
5. Enter information into the hand-held computer using the pop-up keyboard	1	2	3	4	5
6. Fill out your electronic time sheet	1	2	3	4	5
7. Perform tasks such as answering respondents' questions, and remembering census definitions	1	2	3	4	5

**15c. Continued**

	VERY DIFFICULT	SOMEWHAT DIFFICULT	NEITHER DIFFICULT NOR EASY	SOMEWHAT EASY	VERY EASY
8. Perform the social task of meeting strangers	1	2	3	4	5
9. Meet the production goals for the number of cases completed each hour you worked	1	2	3	4	5
10. Enter data in the hand-held computer using the stylus	1	2	3	4	5
11. Transmit in areas where wireless technology was not available	1	2	3	4	5
12. Gain entry to locked buildings or gates to complete your work	1	2	3	4	5

**16a. Now I'm going to ask your opinion about the Address Canvassing training you received. Do you think the amount of time allocated for training was too short, too long, or about right?** (Mark (X) one only.)

- 1  Too short  
 2  Too long  
 3  Right length

**16b. About how many hours of classroom training did you receive?** (Enter a whole number.)

\_\_\_\_\_ hours of training

**16c. Was your training PRIMARILY during regular business hours or during the evening?** (Mark (X) one only.)

- 1  Regular business hours  
 2  Evening

**16d. Was it very easy, somewhat easy, neither easy nor difficult, somewhat difficult, or very difficult for you to schedule your time so that you could attend the classroom training?** (Mark (X) one only.)

- 1  Very easy  
 2  Somewhat easy  
 3  Neither easy nor difficult  
 4  Somewhat difficult  
 5  Very difficult



**Section 1 – REASONS FOR TURNOVER – Continued**

**17a. How useful were the in-class practice exercises in helping you to prepare for Address Canvassing using the hand-held computers? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless
- 6  Not applicable, did not complete any classroom practice exercise.

**17b. How useful were the in-class practice exercises in helping you to prepare to use the maps on the hand-held computers to locate addresses needing verification? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless
- 6  Not applicable, did not complete any classroom practice exercise.

**17c. How useful were the homework exercises in helping to prepare you to do your job during the Address Canvassing operation? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless

**18. Do you think there were too few, too many, or about the right number of opportunities to participate in Address Canvassing practice exercises before Address Canvassing field work began?** *(Mark (X) one only.)*

- 1  Too few
- 2  Too many
- 3  About the right number
- 4  Not applicable, did not complete any classroom practice exercise.

**19a. Was practice FIELD WORK part of your training?** *(Mark (X) one only.)*

- 1  Yes
- 2  No – *Go to question 20*
- 3  Don't know/Don't Remember – *Go to question 20*

**19b. Do you think the amount of time allocated for the practice FIELD WORK portion of training was too short, too long, or about right?** *(Mark (X) one only.)*

- 1  Too short
- 2  Too long
- 3  Right length

**19c. How useful was the practice FIELD WORK portion of training? Was it very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless

**Section 1 – REASONS FOR TURNOVER – Continued**

**20. Now I'm going to read you a list of job tasks covered in Address Canvassing training. For each job task I read, please tell me if the training you received to help you perform the task was outstanding, very good, good, fair, or poor.**  
(Circle one response for each item.)

	OUTSTANDING	VERY GOOD	GOOD	FAIR	POOR
<b>a.</b> While planning your day, using the maps on the hand-held computer to find the blocks in your assignment	1	2	3	4	5
<b>b.</b> While planning your day, using the hand-held computer map to determine a travel route	1	2	3	4	5
<b>c.</b> Using the hand-held computer when conducting interviews to verify address information	1	2	3	4	5
<b>d.</b> Using the hand-held computer maps and GPS to add streets to your map	1	2	3	4	5
<b>e.</b> Getting respondents to cooperate	1	2	3	4	5
<b>f.</b> Entering information into the hand-held computer using the pop-up keyboard.	1	2	3	4	5

**20. Continued**

	OUTSTANDING	VERY GOOD	GOOD	FAIR	POOR
<b>g.</b> Filling out your electronic time sheet	1	2	3	4	5
<b>h.</b> Performing tasks such as answering respondents' questions, etc.	1	2	3	4	5
<b>i.</b> Performing the social tasks required such as meeting strangers	1	2	3	4	5
<b>j.</b> Meeting production goals for the number of cases completed each hour that you worked	1	2	3	4	5
<b>k.</b> Entering data in the hand-held computer using the stylus	1	2	3	4	5
<b>l.</b> Transmitting in areas where wireless technology was not available	1	2	3	4	5

*If respondent left during or immediately after completing training go to question 53a. Otherwise, continue with question 21.*

**21. How well prepared did you feel you were to use the hand-held computer to conduct Address Canvassing when training ended and field work began? Did you feel very prepared, somewhat prepared, unsure of whether you were prepared or unprepared, somewhat unprepared, or very unprepared? (Mark (X) one only.)**

- 1  Very prepared
- 2  Somewhat prepared
- 3  Unsure of whether you were prepared or unprepared
- 4  Somewhat unprepared
- 5  Very unprepared

Go to the "Thank You" paragraph on the last page.

**22. For approximately how many households did you conduct an Update/Enumerate interview? (Enter a whole number. Probe if necessary.)**

\_\_\_\_\_ Number of housing units interviewed

888  Don't Remember

**Section 1 – REASONS FOR TURNOVER – Continued**

**23. Which of the following statements most closely describes your employment situation with Census?**  
(Read each response category. Mark (X) only one.)

- 1  You completed your assignment and were not asked to perform additional work or were told there was no additional work available – Go to question 24.
- 2  You completed your assignment and turned down an offer to perform other Census tasks – Go to question 27.
- 3  You quit before your assignment was completed – Go to question 28
- 4  You were asked to leave before your assignment was completed – Go to question 31
- 5  You quit during training – Go to question 32a
- 6  You completed training, but quit before doing any additional work – Go to question 32a

**24. If you had been asked, would you have continued with similar work at your same location?** (Mark (X) only one.)

- 1  Yes
- 2  No
- 3  Not sure

**25. If you had been asked, would you have worked at other tasks for Census?** (Mark (X) only one.)

- 1  Yes
- 2  No
- 3  Not sure

*If both question 24 and question 25 are "No", continue to question 26. If only question 24 is "Yes" and question 25 is "No", go to question 27. Otherwise, go to question 31.*

**26. Which of the following reasons describe why you would have turned down an offer to continue working for the Census Bureau had you been asked? Please answer "Yes" or "No." Was it because . . . ?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You needed to spend more time at non-work related activities (such as Pow Wow or Ceremonial activities) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You had another job and it was too burdensome to work the Census job in addition to another job         | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement)     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> The work was finished in your immediate area and you did not wish to work in another area               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 29.

**27. Which of the following reasons describe why you turned down (would have turned down) an offer to perform other tasks for the Census Bureau? Please answer "Yes" or "No." Was it because . . . ?**  
(Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You needed to spend more time at non-work related activities (such as Pow Wow or Ceremonial activities) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You had another job and it was too burdensome to work the Census job in addition to another job         | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement)     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> The work was finished in your immediate area and you did not wish to work in another area               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 29.

**28. Which of the following reasons describe why you quit working for the Census Bureau before your assignment was completed? Please answer "Yes" or "No." Was it because . . . ?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You needed to spend more time at non-work related activities (such as Pow Wow or Ceremonial activities) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You had another job and it was too burdensome to work the Census job in addition to another job         | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement)     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> The work was finished in your immediate area and you did not wish to work in another area               | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**Section 1 – REASONS FOR TURNOVER – Continued**

**29. Out of the reasons you just mentioned, which reason is the most important to you?** (Read each response category. Mark (X) one box only.)

- 1  You had transportation problems
- 2  You needed time for family/personal responsibilities
- 3  You needed to spend more time at non-work related activities (such as Pow Wow or Ceremonial activities)
- 4  You had another job and it was too burdensome to work the Census job, in addition to another job
- 5  You did not like the working conditions
- 6  You were concerned about the effect this job would have on your benefits (such as TANF, retirement)
- 7  You did not like your supervisor
- 8  You did not like interacting with respondents
- 9  Work was finished in your immediate area and you did not wish to work in another area
- 10  You did not like the overtime policy

If item e is marked in questions 26, 27 or 28, or item 5 is marked in question 29, continue with question 30. Otherwise, go to question 31.

**30. Which of the following working conditions did you dislike? Please answer "Yes" or "No." Was it . . . ?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> Working on the weekends   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> Working in the evenings   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> Working on holidays   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> Performing the job's physical requirements (i.e., walking, climbing stairs, carrying interviewing materials.) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> Working in areas you thought were unsafe (e.g., high crime areas)   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> Trying to find respondents when they are at home  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> Reading and using Census maps   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> Working in all types of weather   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> Filling out your time sheets  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> Too much pressure to perform the amount of work expected  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> Your crew leader/crew leader assistant  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> Changes in performance expectations   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> The overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> Other – Explain _____   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**31. The following questions are about your crew leader. Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with . . . ?** (Please read each item. Circle one response for each item. If necessary, re-read the response categories - very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied)

	VERY SATISFIED	SOME-WHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOME-WHAT DISSATISFIED	VERY DISSATISFIED
<b>a.</b> The availability of your crew leader	1	2	3	4	5
<b>b.</b> Your crew leader's ability to help you resolve work-related problems	1	2	3	4	5
<b>c.</b> Communication between you and your crew leader	1	2	3	4	5
<b>d.</b> Your crew leader's knowledge of conducting Update Enumerate	1	2	3	4	5
<b>e.</b> Your crew leader's monitoring of the accuracy of the information you collected	1	2	3	4	5
<b>f.</b> Your crew leader's monitoring of the total number of hours you worked	1	2	3	4	5
<b>g.</b> Your crew leader's monitoring of your progress in completing your work	1	2	3	4	5
<b>h.</b> Your daily meetings with your crew leader/crew leader assistant	1	2	3	4	5
<b>i.</b> Your crew leader's granting of approval of overtime work	1	2	3	4	5

**Section 1 - REASONS FOR TURNOVER - Continued**

**32a. Now I'm going to ask your opinion about the Update/Enumerate training you received. Do you think the amount of time allocated for training was too short, too long, or about right?**

- 1  Too short
- 2  Too long
- 3  Right length

**32b. About how many hours of classroom training did you receive?** *(Enter a whole number.)*

\_\_\_\_\_ hours of training

**32c. Was your training PRIMARILY during regular business hours or during the evening?** *(Mark (X) one only.)*

- 1  Regular business hours
- 2  Evening

**32d. Was it very easy, somewhat easy, neither easy nor difficult, somewhat difficult, or very difficult for you to schedule your time so that you could attend the classroom training?** *(Mark (X) one only.)*

- 1  Very easy
- 2  Somewhat easy
- 3  Neither easy nor difficult
- 4  Somewhat difficult
- 5  Very difficult

**33a. Do you think there were too few, too many, or about the right number of opportunities to participate in practice interviews before going out to begin production on Update/Enumerate?** *(Mark (X) one only.)*

- 1  Too few
- 2  Too many
- 3  About the right number
- 4  Not applicable, did not complete any classroom practice interviews

**33b. How useful were the in-class practice interviews in helping to prepare you to conduct Update/Enumerate interviews? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless
- 6  Not applicable, did not complete any classroom practice interviews

**33c. How useful were the homework exercises in helping to prepare you to do your job during the Update/Enumerate operation? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless

**34a. Was practice FIELD WORK part of your training?** *(Mark (X) one only.)*

- 1  Yes
- 2  No – Go to question 35
- 3  Don't know/Don't remember – Go to question 35

**34b. Do you think the amount of time allocated for the practice FIELD WORK portion of training was too short, too long, or about right?** *(Mark (X) one only.)*

- 1  Too short
- 2  Too long
- 3  Right length

**34c. How useful was the practice FIELD WORK portion of training? Was it very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless?** *(Mark (X) one only.)*

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless

*If respondent left during or immediately after completing training go to question 53b. Otherwise, continue with question 35.*

**35. How well prepared did you feel you were to conduct Update/Enumerate interviews when training ended and Update/Enumerate production began? Did you feel very prepared, somewhat prepared, unsure of whether you were prepared or unprepared, somewhat unprepared, or very unprepared?** *(Mark (X) one only.)*

- 1  Very prepared
- 2  Somewhat prepared
- 3  Unsure of whether you were prepared or unprepared
- 4  Somewhat unprepared
- 5  Very unprepared

*Go to the "Thank You" paragraph on the last page.*



**Section 1 – REASONS FOR TURNOVER – Continued**

**36. For approximately how many households did you complete a NRFU interview?** (Enter a whole number. Probe if necessary.)

\_\_\_\_\_ Number of NRFU interviews completed

888  Don't remember

**37. Which of the following statements most closely describes your employment situation with Census?** (Read each response category. Mark (X) only one.)

- a.  You completed your assignment and were not asked to perform additional work or were told there was no additional work available – Go to question 38.
- b.  You completed your assignment and turned down an offer to perform other Census tasks – Go to question 41.
- c.  You quit before your assignment was completed – Go to question 42
- d.  You were asked to leave before your assignment was completed – Go to question 46
- e.  You quit during training – Go to question 50a
- f.  You completed training, but quit before doing any additional work – Go to question 50a

**38. If you had been asked, would you have continued with similar work at your same location?** (Mark (X) only one.)

- 1  Yes
- 2  No
- 3  Not sure

**39. If you had been asked, would you have worked at other tasks for Census?** (Mark (X) only one.)

- 1  Yes
- 2  No
- 3  Not sure

If both question 38 and question 39 are "No", continue to question 40. If only question 38 is "Yes" and question 39 is "No", go to question 41. Otherwise, go to question 45.

**40. Which of the following reasons describe why you would have turned down an offer to continue working for the Census Bureau had you been asked? Please answer "Yes" or "No." Was it because . . . ?** (Read each item. Mark (X) one box for each item.)

- |  | Yes                        | No                         |
|--|----------------------------|----------------------------|
| a. You had earned enough money   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| b. You had another job and it was too burdensome to work the Census job, in addition to another job    | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| c. You did not like or had difficulty using the Census maps to locate addresses                        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| d. You wanted to spend more time at non-work related activities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| e. You did not like conducting interviews with strangers   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| f. You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| g. You thought the pay was too low to continue   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| h. You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| i. You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| j. You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| k. You were concerned about the effect this job would have on your benefits (such as TANF, retirement) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| l. You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| m. You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| n. The work was finished in your immediate area and you did not wish to work in another area           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 43.



**Section 1 - REASONS FOR TURNOVER - Continued**

**41. Which of the following reasons describe why you turned down (would have turned down) an offer to perform other tasks for the Census Bureau? Please answer "Yes" or "No." Was it because . . . ?**  
(Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> You had earned enough money   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You had another job and it was too burdensome to work the Census job, in addition to another job    | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You did not like or had difficulty using the Census maps to locate addresses                        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You wanted to spend more time at non-work related activities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like conducting interviews with strangers   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You thought the pay was too low to continue   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> The work was finished in your immediate area and you did not wish to work in another area           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Go to question 43.

**42. Which of the following reasons describe why you quit working for the Census Bureau before your assignment was completed? Please answer "Yes" or "No." Was it because . . . ?**  
(Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> You had earned enough money   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> You had another job and it was too burdensome to work the Census job, in addition to another job    | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> You did not like or had difficulty using the Census maps to locate addresses                        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> You wanted to spend more time at non-work related activities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> You did not like conducting interviews with strangers   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> You did not like the working conditions   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> You thought the pay was too low to continue   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> You did not like the overtime policy  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> You needed time for family/personal responsibilities  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> You had transportation problems   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> You were concerned about the effect this job would have on your benefits (such as TANF, retirement) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> You did not like your supervisor  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> You did not like interacting with respondents   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> The work was finished in your immediate area and you did not wish to work in another area           | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**Section 1 - REASONS FOR TURNOVER - Continued**

**43. Out of the reasons you just mentioned, which reason is the most important to you?** (Read each response category. Mark (X) only one.)

- 1  You had earned enough money
- 2  You had another job and it was too burdensome to work the Census job, in addition to another job
- 3  You did not like or had difficulty using the Census maps to locate addresses
- 4  You wanted to spend more time at non-work related activities
- 5  You did not like conducting interviews with strangers
- 6  You did not like the working conditions
- 7  You thought the pay was too low to continue
- 8  You did not like the overtime policy
- 9  You needed time for family/personal responsibilities
- 10  You had transportation problems
- 11  You were concerned about the effect this job would have on your benefits (such as TANF, retirement)
- 12  You did not like your supervisor
- 13  You did not like interacting with respondents
- 14  The work was finished in your immediate area and you did not wish to work in another area

*If item f is marked in questions 40, 41 or 42, or item 6 is marked in question 43, continue with question 44. Otherwise, go to question 45.*

**44. Which of the following working conditions did you dislike? Please answer "Yes" or "No." Was it . . .?** (Read each item. Mark (X) one box for each item.)

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| <b>a.</b> Working on the weekends   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>b.</b> Working in the evenings   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>c.</b> Working on holidays   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>d.</b> Performing the job's physical requirements (i.e., walking, climbing stairs, and carrying the interviewing materials.) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>e.</b> Working in areas you thought were unsafe (e.g., high crime areas, loose dogs)   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>f.</b> Trying to find respondents when they are at home  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>g.</b> Reading and using Census maps   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>h.</b> Working in all types of weather   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>i.</b> Filling out your time sheets  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>j.</b> Too much pressure to perform the amount of work expected  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>k.</b> Meeting accuracy standards  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>l.</b> Interacting with respondents  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>m.</b> Daily meetings with crew leaders/crew leaders assistants  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>n.</b> Working for too many different crew leaders/crew leader assistants  | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>o.</b> Interacting with your crew leader/crew leader assistant   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>p.</b> Changes in performance expectations   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>q.</b> The overtime policy   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>r.</b> Other – Explain _____   | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

**Section 1 - REASONS FOR TURNOVER - Continued**

**45. The following questions are about your supervisor. Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with . . . ?** (Read each item. Circle one response for each item. If necessary, re-read the response categories - very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied)

	VERY SATISFIED	SOME-WHAT SATISFIED	NEITHER SATISFIED NOR DIS-SATISFIED	SOME-WHAT DIS-SATISFIED	VERY DIS-SATISFIED
<b>a.</b> The availability of your supervisor	1	2	3	4	5
<b>b.</b> Your supervisor's ability to help you resolve work-related problems	1	2	3	4	5
<b>c.</b> Communication between you and your supervisor	1	2	3	4	5
<b>d.</b> Your supervisor's knowledge of conducting NRFU interviews	1	2	3	4	5
<b>e.</b> Your supervisor's knowledge of how to use the Census maps	1	2	3	4	5

**45. Continued.**

	VERY SATISFIED	SOME-WHAT SATISFIED	NEITHER SATISFIED NOR DIS-SATISFIED	SOME-WHAT DIS-SATISFIED	VERY DIS-SATISFIED
<b>f.</b> Your supervisor's monitoring of the completeness of the information you recorded on the NRFU questionnaire	1	2	3	4	5
<b>g.</b> Your supervisor's monitoring of the total number of hours you worked	1	2	3	4	5
<b>h.</b> Your supervisor's monitoring of your progress in completing your work	1	2	3	4	5
<b>i.</b> Your daily meeting with your supervisor	1	2	3	4	5
<b>j.</b> Your supervisor's granting of approval for overtime work	1	2	3	4	5

**Section 1 – REASONS FOR TURNOVER – Continued**

**46. I'm now going to read you another list of NFRU job tasks. As I read each job task, please tell me how easy or difficult the task was for you? Was it very easy, somewhat easy, neither easy nor difficult, somewhat difficult, or very difficult for you to . . . ?**

*(Read each item. Circle one response for each item. If necessary, re-read the answer categories – very difficult, somewhat difficult, neither easy nor difficult, somewhat easy, or very easy)*

	VERY DIFFICULT	SOMEWHAT DIFFICULT	NEITHER DIFFICULT NOR EASY	SOMEWHAT EASY	VERY EASY
<b>a.</b> Use the Census maps to locate followup addresses	1	2	3	4	5
<b>b.</b> Get respondents to cooperate	1	2	3	4	5
<b>c.</b> Find proxy respondents	1	2	3	4	5
<b>d.</b> Get respondents to provide complete information	1	2	3	4	5
<b>e.</b> Fill out your time sheet	1	2	3	4	5
<b>f.</b> Perform the physical tasks such as: walking, climbing stairs, carrying interviewing materials, etc.	1	2	3	4	5
<b>g.</b> Perform tasks such as answering respondents' questions and remembering census definitions)	1	2	3	4	5
<b>h.</b> Perform social tasks such as meeting strangers and dealing with refusals	1	2	3	4	5
<b>i.</b> Meet your supervisor's goals for the number of cases completed	1	2	3	4	5

**46. Continued**

	VERY DIFFICULT	SOMEWHAT DIFFICULT	NEITHER DIFFICULT NOR EASY	SOMEWHAT EASY	VERY EASY
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<b>j.</b> Meet your supervisor's goals for the accuracy of cases completed	1	2	3	4	5
<b>k.</b> Conduct interviews with strangers	1	2	3	4	5

**47a. Now I'm going to ask your opinion about the NRFU training you received. Do you think the amount of time allocated for training was too short, too long, or about right? (Mark (X) one only.)**

- 1  Too short  
 2  Too long  
 3  Right length

**47b. About how many hours of classroom training did you receive? (Enter a whole number. Probe if necessary.)**

\_\_\_\_\_ hours of training

**47c. Was your training PRIMARILY during regular business hours or during the evening? (Mark (X) one only.)**

- 1  Regular business hours  
 2  Evening

**47d. Was it very easy, somewhat easy, neither easy nor difficult, somewhat difficult, or very difficult for you to schedule your time so that you could attend the classroom training? (Mark (X) one only.)**

- 1  Very easy  
 2  Somewhat easy  
 3  Neither easy nor difficult  
 4  Somewhat difficult  
 5  Very difficult

**Section 1 – REASONS FOR TURNOVER – Continued**

**48a. How useful were the in-class practice interviews in helping to prepare you to conduct NRFU interviews? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless? (Mark (X) one only.)**

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless
- 6  Not applicable, did not complete any classroom practice exercises

**48b. How useful were the in-class practice interviews in helping you to prepare to use the Census maps to locate addresses needing followup? Were they very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless? (Mark (X) one only.)**

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless
- 6  Not applicable, did not complete any classroom practice exercises

**49. Do you think there were too few, too many, or about the right number of opportunities to participate in in-class practice interviews before going out to begin your work on the NRFU operation? (Mark (X) one only.)**

- 1  Too few
- 2  Too many
- 3  About the right number
- 6  Not applicable, did not complete any classroom practice exercises

**50a. Was practice FIELD WORK part of your training? (Mark (X) one only.)**

- 1  Yes
- 2  No – Go to question 51
- 3  Don't know/Don't remember – Go to question 51

**50b. Do you think the amount of time allocated for the practice FIELD WORK portion of training was too short, too long, or about right? (Mark (X) one only.)**

- 1  Too short
- 2  Too long
- 3  Right length

**50c. How useful was the practice FIELD WORK portion of training? Was it very useful, somewhat useful, neither useful nor useless, somewhat useless, or very useless? (Mark (X) one only.)**

- 1  Very useful
- 2  Somewhat useful
- 3  Neither useful nor useless
- 4  Somewhat useless
- 5  Very useless

**51. Now I'm going to read you a list of NRFU job tasks covered in training. For each task I read, please tell me if the training you received to help you perform the task was outstanding, very good, good, fair, or poor. (Circle one response for each item.)**

	OUTSTANDING	VERY GOOD	GOOD	FAIR	POOR
<b>a.</b> Determining which households needed follow-up	1	2	3	4	5
<b>b.</b> Reading and using Census maps to locate households	1	2	3	4	5
<b>c.</b> Determining unit status on Census Day	1	2	3	4	5
<b>d.</b> Getting respondents to cooperate	1	2	3	4	5
<b>e.</b> Completing an interview for an occupied unit	1	2	3	4	5
<b>f.</b> Completing an interview for a vacant or nonexistent unit	1	2	3	4	5
<b>g.</b> Completing an interview with a proxy respondent	1	2	3	4	5
<b>h.</b> Determining when to take a proxy	1	2	3	4	5
<b>i.</b> Explaining the purpose of the Census	1	2	3	4	5
<b>j.</b> Filling out your time sheet	1	2	3	4	5

*If respondent left during or immediately after completing training, go to question 53c. Otherwise, continue with question 52.*

**52. How well prepared did you feel you were to conduct NRFU interviews when NRFU training ended and production work began? Did you feel very prepared, somewhat prepared, unsure of whether you were prepared or unprepared, somewhat unprepared, or very unprepared? (Mark (X) one only.)**

- 1  Very prepared
- 2  Somewhat prepared
- 3  Unsure of whether you were prepared or unprepared
- 4  Somewhat unprepared
- 5  Very unprepared

*Go to the "Thank You" paragraph on the last page.*

**Section 1 – REASONS FOR TURNOVER – Continued**

**53. Which of the following most closely describes the main reason why you quit before or right after completing training?** (Read the answer categories under Q53a if interviewing during Address Canvassing. Read the answer categories under Q53b if interviewing during Update/Enumerate. Read the answer categories under Q53c if interviewing during NRFU.)

**Q53a – Address Canvassing** (Mark (X) one only.)

- a.  You disliked using or had difficulty using the hand-held computers to update address records
- b.  You disliked using or had difficulty using the maps on the hand-held computer
- c.  You had another job offer/you took another job
- d.  You couldn't make it to training during the times when training was scheduled
- e.  You couldn't work the required number of hours
- f.  You didn't have access to a land-based telephone for transmissions
- g.  You had transportation problems
- h.  You had family/personal responsibilities
- i.  You didn't feel prepared to do the job or were afraid you couldn't do it
- j.  You didn't realize what the job would entail
- k.  You didn't like the area you were going to be assigned
- l.  You were concerned about the effect on your benefits (e.g., TANF, retirement)
- m.  You did not like the idea of having to be fingerprinted for the job
- n.  Other – Specify \_\_\_\_\_

**Q53b – Update/Enumerate** (Mark (X) one only.)

- a.  You had transportation problems
- b.  You had family/personal responsibilities
- c.  You didn't feel prepared to do the job or were afraid you couldn't do it
- d.  You didn't realize what the job would entail
- e.  You had another job offer/You took another job
- f.  You couldn't work the required number of hours
- g.  You didn't like the area you were going to be assigned
- h.  You were concerned about the effect on your benefits (e.g., TANF)
- i.  You did not like the idea of having to be fingerprinted for the job
- j.  Other – Specify \_\_\_\_\_

**Q53c – NRFU** (Mark (X) one only.)

- a.  You disliked conducting interviews with strangers
- b.  You disliked using or had difficulty using the Census maps to locate addresses
- c.  You had another job offer/You took another job
- d.  You couldn't make it to training during the times when training was scheduled
- e.  You couldn't work the required number of hours
- f.  You had transportation problems
- g.  You had family/personal responsibilities
- h.  You didn't feel prepared to do the job or were afraid you couldn't do it
- i.  You didn't realize what the job would entail
- j.  You didn't like the area you were going to be assigned
- k.  You were concerned about the effect on your benefits (e.g., TANF)
- l.  You did not like the idea of having to be fingerprinted for the job
- m.  Other – Specify \_\_\_\_\_

**"Thank You" Paragraph**

*Read the following "Thank You" paragraph.*

**Thank you very much for your time. As I said at the beginning of this interview, we estimated that this interview would take about ten minutes. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the:**

Paperwork Project 0607-0404, U.S. Census Bureau, 4600 Silver Hill Road,  
AMSD-Room 3K138, Washington, DC 20233-1500. You may e-mail comments to:  
Paperwork@census.gov; use "Paperwork Project 0607-0404" as the subject.

*Interviewer: Remember to specify on the front whether or not this was a completed interview.*