

## Introduction

Thank you for helping the U.S. Bureau of Labor Statistics (BLS) collect critical feedback regarding the National Compensation Survey (NCS). Your responses will be used to develop new products and improve our existing services. The NCS is a leading provider of comprehensive measures of employment cost trends, benefit coverage rates, and benefit plan provisions for the Nation. All of these data are available at no cost on the BLS website.

The index component of the NCS, the Employment Cost Index (ECI), measures changes in labor costs. Average hourly costs are presented in the Employer Costs for Employee Compensation (ECEC) data. Both of these products are located at <http://www.bls.gov/ncs/ect/>. The NCS data on detailed benefits data are known as the Employee Benefits Survey (EBS) and are available at <http://www.bls.gov/ncs/ebs/>.

Even if you are not a frequent user of NCS products, any feedback you can provide would be appreciated. Your participation in this survey is voluntary. We estimate that it will take approximately 15 minutes to complete. We are collecting this information under OMB Number 1225-0059. Without this currently approved number, BLS could not conduct this survey (Expiration: November 30, 2012).

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

The survey questions are based on broad user experience and responses will be aggregated for analysis.

If you have any questions about this survey, please contact \_\_\_\_\_ . For more information about the NCS, please visit: <http://www.bls.gov/NCS>.

Click *Next* below to begin the survey.

## Use of NCS Information

**1. Have you ever used any compensation and benefits information from the National Compensation Survey (NCS), for example, information about the cost of wages or health benefits, corresponding measures of inflation, or benefit incidence and participation (take-up) rates?**

- Yes
- No
- Don't know/Not sure

## Use of Compensation & Benefits Data

**2. Do you use information about compensation and benefits, such as information about the cost of wages or health benefits, corresponding measures of inflation, or benefit incidence and participation (take-up) rates?**

- Yes
- No

## Aware of Information Provided by NCS?

### 3. Are you aware of the information provided by the National Compensation Survey (NCS), which is published by the Bureau of Labor Statistics?

- Yes
- No

### Not Aware of NCS Information

#### 4. What sources do you use to get compensation information? (Select all that apply)

- Employee Benefits Research Institute (EBRI)
- Kaiser Family Foundation
- Human Resource associations
- Industry associations
- Bloomberg BNA (Wage Trend Indicator)
- Consultants
- MetLife (Study of Employee Benefit Trends)
- Other Government Agencies (Federal, State, or Local)
- Other (please specify)

#### 5. What types of compensation data do you use from these sources? (Select all that apply)

- Health benefits data
- Paid leave data
- Retirement benefits data
- Wage data
- Other (please specify)

### Alternative Websites

**6. Other than the NCS website, are you aware of other websites that provide compensation data?**

- Yes - Please enter the websites in the space below
- No

If yes, what are the websites?

**Source of Information about NCS**

**7. How did you learn about the National Compensation Survey? (Select all that apply)**

- Blog
- Conference or presentation
- Coworker or colleague
- Internet search
- Journal articles
- Media or press
- Teacher or professor
- Twitter
- Other (please specify)


**Which NCS Data Are Used?**

**8. Which National Compensation Survey information do you use? (Select all that apply)**

- Employer Cost for Employee Compensation (ECEC)** – average dollar costs of components of compensation such as wages and specific benefits
- Employment Cost Index (ECI)** – inflation index for wages and benefits costs
- Benefit incidence data** – the availability and participation rates of specific benefits
- Detailed benefits data** – detailed data on plan provisions and costs
- Other (please describe)

**Reasons for Using NCS Data - go to Satisfaction with NCS Data (after this page)**

**9. What are the reasons you use the National Compensation Survey information? (Select all that apply)**

- Analysis of the economy
- Data bank or reference
- Contract negotiations
- Escalation
- Forecasting
- Financial planning
- Legal cases
- Market analysis
- Media reporting
- Policy analysis
-  Other (please specify)

**10. In the past year, how many times have you used information from the National Compensation Survey?**

- 0
- 1 to 2
- 3 to 4
- More than 4

**Satisfaction with NCS Data**

**11. Please indicate your level of agreement with each of the following statements based on your experience with National Compensation Survey (NCS) information. If you lack experience with a topic, please select *Do Not Know*.**

|  | Strongly disagree     | Disagree              | Neutral               | Agree                 | Strongly agree        | Do not know           |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Data are accurate  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Data are current enough for my needs   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Data are available for the breakout I need (e.g., industry, occupation, sector, full or part-time, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tables are in the format I need  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tables provide the information I need  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| News releases provide useful information   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| News releases are easy to understand   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Articles provide useful information  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| NCS produces information that reflects current topics in compensation trends                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**12. Please indicate your level of agreement with each of the following statements based on your experience using the National Compensation Survey website. If you have not used the website, please select *Do Not Know*.**

|   | Strongly disagree     | Disagree              | Neutral               | Agree                 | Strongly agree        | Do not know           |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Data are easy to find                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Data are easy to download                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Data files are in the format I need                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Answers to my questions about the data are easy to find | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Other Sources of National Compensation Survey Information**

**13. Your previous answers indicated that you do not use National Compensation Survey information. If you do use NCS information, please click the *Previous* button below and return to Question 1.**

**What are the reasons why you do not use National Compensation Survey (NCS) information? (select all that apply)**

- Data are difficult to use
- Data are difficult to access
- The NCS website is difficult to use
- Data are difficult to download
- Data are not in the format that I require
- Data are not timely enough
- Data are not available at the detailed level that I need (such as the occupation, industry, or area)
- Data are not applicable to my business/profession
- Data are not applicable to my current research /field of interest
- NCS does not produce data that reflects current topics in compensation trends
- Data are similar to data obtained from another source
- Other (please specify)

## Other Sources of National Compensation Survey Information

**14. What other sources do you use to get compensation information? (Select all that apply) - goto Types of Information Used from Other Sources except for Answer 9**

- Employee Benefits Research Institute (EBRI)
- Kaiser Family Foundation
- Human Resource associations
- Industry associations
- Bloomberg BNA (Wage Trend Indicator)
- Consultants
- MetLife (Study of Employee Benefit Trends)
- Other Government Agencies (Federal, State, or Local)
- I do not use any sources other than the NCS for compensation information
- Other (please specify)

**Types of Information Used from Other Sources**

**15. What types of compensation data do you use from these other sources? (Select all that apply)**

- Health benefits data
- Paid leave data
- Retirement benefits data
- Wage data
- Other (please specify)

**16. Why do you use a source other than the National Compensation Survey for compensation data? (Select all that apply)**

- Non-NCS data are available for the occupation, industry, or area I desired
- Non-NCS data are presented more clearly than NCS data
- Non-NCS data are easier to locate
- Non-NCS data are easier to understand
- I want to use supplemental information
- I was not aware of the NCS data prior to this survey
- Other (please specify)

**New Products**

**17. If the National Compensation Survey were to expand its current products, what types of wage and benefits information would be of interest to you? (If none, please click *Next*)**

New

Wages

Products

New

Benefits

Products

**Access to NCS Data**

**18. How can we improve the National Compensation Survey website to make information easier to find, easier to understand, or easier to work with?**

- I have no suggestions

Please enter your suggestions below.



**19. Have you used websites where finding compensation data is easier than on the NCS website?**

- Yes - Please enter the websites in the space below
- No

Please provide the organization's name or website address and why the compensation data are easier to find

**Sources of NCS Information**

**20. National Compensation Survey data may be obtained from a variety of sources. Please indicate the methods by which you obtain NCS data by ranking them with "1" to indicate the most frequent method, "2" to indicate a less frequent method, and so on. (Rank as many as apply, or enter 0 in 'Other' if you don't use any of these sources)**

|                        |                      |
|------------------------|----------------------|
| BLS/NCS website        | <input type="text"/> |
| Email                  | <input type="text"/> |
| Information phone line | <input type="text"/> |
| Mail                   | <input type="text"/> |
| News media             | <input type="text"/> |
| Twitter                | <input type="text"/> |

Other - Please specify in box below

**21. If "Other" in previous question, please describe how you obtain the information.**

**Customer Service**

**22. Have you contacted the Bureau of Labor Statistics for help with National Compensation Survey information?**

- Yes - go to Have Contacted BLS for Help with NCS Data
- No - go to Affiliation

**Have Contacted BLS for Help with NCS Data**

**23. Please indicate your level of customer service satisfaction in the following areas. (If an area is not relevant, please select *Do Not Know*)**

|                             | Very<br>dissatisfied  | Dissatisfied          | Neutral               | Satisfied             | Very<br>satisfied     | Do Not Know           |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Knowledge of representative | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Responsiveness              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Affiliation**

**24. Which category best describes your organization?**

- Academia
- Financial Institution
- Industry or trade association
- Media
- Research and development
- Consulting organization
- State government
- Local government
- U.S. (federal) government
- Union
- Other privately- or publicly-owned company
- I use NCS data for personal needs
- Other (please specify)

**Position**

**25. Which category best describes your position?**

- Contract specialist
- Employer or business owner
- Human resource professional
- Journalist
- Blogger
- Legislator or legislative aide
- Management consultant
- Marketing or sales professional
- Policy analyst
- Policy developer
- Researcher
- Student
- Teacher or professor
- Union representative
- Individual user not affiliated with an organization
- Other (please specify)

**Comments**

**26. Do you have any comments you would like to share? The National Compensation Survey greatly values all input.**

- Yes - please enter your comments below
- No

Please enter your comments below.

**Request for Potential Contact - go to Thank You**

**27. The NCS may wish to contact respondents for further information as we review our products to fulfill customer needs. If you are interested in participating in a brief, subsequent interview, please provide your name, professional title, organization, and email or telephone number. Otherwise, click *Next* to skip this question.**

Name

Title

Organization

Email or Telephone

## Thank You for Your Time

This survey asks questions about compensation and benefits information. Since your answers indicated you do not not this type of information, you can click *Next* below to exit the survey or *Previous* to return to previous questions to change your answers.

## Thank you

Thank you for your generous time and support. Click *Done* below to exit this survey.