

# SCRIPT FOR GREEN GOODS AND SERVICES FEASIBILITY INTERVIEW PRODUCTS

Typographical conventions: *italics for programmer notes*, ALL CAPS FOR ITEMS NOT READ OR INSTRUCTIONS TO THE INTERVIEWER.

## Introduction

Intro1. Hello. My name is \_\_\_\_\_. I am calling on behalf of the Bureau of Labor Statistics. I'm calling in reference to a new data initiative being undertaken by BLS. It would be very helpful to us if we could talk to you about your firm's various products. Would you be able to answer questions about your firm's revenues and employment for your products?

- YES → GO TO INTRO2.
- NO → Do you know who at your firm would be able to answer those questions for us?

Name: \_\_\_\_\_

Position/Department: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Thank you for your time. (HANG UP AND CONTACT NAME GIVEN).

## Continue with correct respondent

Intro2. BLS routinely asks businesses questions that help collect the best data possible, so we are contacting a small sample of respondents to discuss an important new data initiative that we are very excited about. We recently mailed you a letter about this. Did you receive our letter?

- YES
- NO → Can I can fax or email you a copy of that letter now?

What is your fax number/email address?

Would you like me to call you back once I've sent you the fax/email or would you rather schedule for another time?

CALL ME RIGHT BACK → CONFIRM NAME AND PHONE NUMBER, HANG UP  
RESCHEDULE

When would be a good time to call you back?

## APPOINTMENT INFORMATION:

APPT DAY: \_\_\_\_\_ TIME OF DAY: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

Intro3. I realize you are very busy, but would you have some time now to answer a few questions? The questions usually take about 20 minutes.

- YES, HAVE TIME
- NO → When would be a good time to call you back?

APPOINTMENT INFORMATION:

APPT DAY: \_\_\_\_\_ TIME OF DAY: \_\_\_\_\_

Intro4. I called [*Phone number*]. Is this the best phone number to use to reach you?

- YES
- NO → CORRECT THE INFORMATION HERE: \_\_\_\_\_

### Questionnaire Script

BLS has been asked to produce measures of employment in U.S. industries that produce green goods and services. Before we can do this, we need to better understand how businesses track information regarding the variety of products they offer. The questions I will ask you today will help BLS collect the most accurate and reliable data possible.

Before we begin, let me assure you that the purpose of this call is strictly for informational and statistical purposes. The information you provide will help BLS better understand business record-keeping and will aid in designing a new survey. Your participation is completely voluntary and you can decline to answer any question at any time. Information related to this study is confidential and will not be released to the public in any way that would allow identification of individuals or establishments except as prescribed under the conditions of the Privacy Act Notice. This interview is approved by the Office of Management and Budget, number 1220-0181, which expires on September 30, 2010.

### NAICS index item mapping questions

1. Do you have the introductory letter that we sent to you available, so you can refer to it?
  - YES
  - NO
2. Are you familiar with the concept of NAICS, which is the North American Industry Classification System?
  - YES
  - NO → Briefly, the North American Industry Classification System (NAICS) was developed and is used by the US, Canada, and Mexico. NAICS is the standard in classifying business establishments based on their production process for the collection, tabulation, presentation, and analysis of data describing the North American economy. Use of the standard provides uniformity and comparability in the presentation of these statistical data.

3. a. Please look at the list of major activities at the end of the letter. This list reflects the NAICS code that BLS has assigned to your worksite (READ WORKSITE NAME AND ADDRESS) listed on the same sheet. Does this list provide an accurate description of your **primary** business activity at that worksite? If you do not have the list, I can read these items for you. (IT MIGHT BE ON THE BACK SIDE – IF RESPONDENT DOESN'T HAVE LETTER READ OFF ACTIVITIES TO THEM).

- YES → GO TO QUESTION 4
- NO

- 3b. Can you tell me about your primary business activities at that location?

JUST GET A BASIC DESCRIPTION (WHAT TYPES OF PRODUCTS ARE MANUFACTURED THERE)

### Product line questions

4. As I said, we are interested in information about <NAME OF FIRM> different product lines. How many product lines does your firm have in total? By product lines I mean the type of goods you make, sell or produce at your firm. (FOR EXAMPLE APPLIANCES, CHEMICALS, CROPS, CLOTHING ITEMS, ETC.)

- ONE → GO QUESTION 23
- MORE THAN ONE →

What are some of those different products?

LIST: \_\_\_\_\_

GO TO QUESTION 5

### Revenue by product

5. Do you track revenue by different product lines?

- YES → What about for different models of a product within product lines?
  - YES → GO TO QUESTION 6
  - NO → GO TO QUESTION 6
- NO → What about for different models of a product within product lines?
  - YES → GO TO QUESTION 6
  - NO → GO TO QUESTION 8

6. Does your firm have multiple worksites?

- YES → GO TO QUESTION 7 FLAG THIS RESPONSE FOR REFERRAL
- NO → GO TO QUESTION 9 FLAG THIS RESPONSE FOR REFERRAL

7. BLS does not intend to publish this information. Would you be able to provide revenue by product line or product model within the product line for your individual worksites?

- IF YES FOR BOTH → GO TO QUESTION 9
- YES ONLY FOR A MAJOR PRODUCT LINE → GO TO QUESTION 9
- YES ONLY FOR PRODUCT MODELS → GO TO QUESTION 9
- NO → Why not? \_\_\_\_\_

8. How do you track revenue? \_\_\_\_\_

GO TO QUESTION 13A

## Time period

9. a. Do you track revenue for your product lines or various models by different time periods?

- YES → GO TO QUESTION 9B
- NO → How do you track revenue? \_\_\_\_\_ → GO TO QUESTION 10

9b. If yes, by what time periods?

- FISCAL YEAR → How long after the fiscal year is this information available? \_\_\_\_\_  
When is this information available? \_\_\_\_\_
- CALENDAR YEAR → When is this information available? \_\_\_\_\_
- OTHER:(SPECIFY) \_\_\_\_\_  
When is this information available? \_\_\_\_\_

10. If you were asked to provide information about revenue on a survey form for a given reference period, for example, fiscal year, calendar year, most recent 4 quarters, how long do you think it would take you to compile the information about the **amount** of revenues generated by:

10a. Product lines?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: \_\_\_\_\_
- OTHER/COMMENT: \_\_\_\_\_

10b. different models?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: \_\_\_\_\_
- OTHER/COMMENT: \_\_\_\_\_

11. If you were asked what **percentage** of your total annual revenue comes from different products or models for a given reference period, how long do you think it would take you to compile the information:

11a. Product lines?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: \_\_\_\_\_
- OTHER/COMMENT: \_\_\_\_\_

11b. different models?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: \_\_\_\_\_
- OTHER/COMMENT: \_\_\_\_\_

11c. How exact would your percentage be? (VERY, JUST AN ESTIMATE, ETC.)

- VERY EXACT
- JUST AN ESTIMATE
- DON'T KNOW

12. a. Which would be easier for you, providing the actual annual revenue from a product line or the percentage of your total revenue generated by that product line?

- ACTUAL ANNUAL REVENUE
- PERCENTAGE OF TOTAL REVENUE

12b. Please explain why you answered this way \_\_\_\_\_

### GO TO QUESTION 14

#### Revenue compile

13. a. If you don't track the revenue associated with a product line or model number, would you would be able to compile that information if asked?

- YES
- NO → GO TO QUESTION 13C
- COMMENT \_\_\_\_\_

13b. On a scale of 1 to 5 (with 1 being the easiest and 5 being the most difficult), how difficult would it be to compile this information?

1      2      3      4      5  
•      •      •      •      •

Easiest                                  Most Difficult

GO TO QUESTION 14

13c. Why not? \_\_\_\_\_

13d. Is there anyone else who would be able to compile that information?

IF YES: Name: \_\_\_\_\_

Position/Department: \_\_\_\_\_

Phone: \_\_\_\_\_

#### Employment

14. a. BLS is considering using revenue by product line or model to estimate the number of employees involved with producing that product or model. We want this employment estimate to account for all employee types at the worksite, including manufacturing employees, administrative employees, sales and marketing employees, etc.

Do you think the amount of revenue could reasonably represent the employment associated with a particular product line? (FOR EXAMPLE, MY FIRM PRODUCES DISHWASHERS AND WASHING MACHINES. 70% OF THE REVENUE IS FROM DISHWASHERS, SO 70% OF THE FIRM'S TOTAL EMPLOYMENT IS ASSOCIATED WITH DISHWASHERS.)

- YES
- NO

- DON'T KNOW

14b. Please explain why you answered this way \_\_\_\_\_

15. a. Would revenue for a particular model number also reasonably represent the employment associated with that model?

- YES
- NO
- DON'T KNOW

15b. Please explain why you answered this way \_\_\_\_\_

16. a. (IF QUESTION 6 IS YES, OTHERWISE GO TO 17) Would revenue by product and/or model also be available at the worksite level?

- YES
- NO
- DON'T KNOW

16b. Please explain why you answered this way \_\_\_\_\_

17. BLS does not intend to publish information about product lines/models or revenue. If BLS asked you to provide the amount of total revenues accounted for by a major product or model, would you share this information?

- YES
- NO → Would you be willing to tell us why not? \_\_\_\_\_
- DON'T KNOW/NOT SURE → Would you be willing to explain? \_\_\_\_\_

### Number of jobs by timeframe

18. a. If you were asked to estimate the percentage of your employees, including sales, marketing, and administrative employees, who work primarily on a product line during **a given reference period such as your fiscal year or the calendar year**, would you be able to provide that information?

- YES → In what month of the year would that information be available?

\_\_\_\_\_ (FISCAL YEAR ONLY) How long after the reference period is that?

\_\_\_\_\_

- NO → Why not? \_\_\_\_\_ GO TO QUESTION 22A

18b. Could you do this for each particular model?

- YES → In what month of the year would that information be available? \_\_\_\_
- NO → Why not? \_\_\_\_\_

19. a. (IF QUESTION 6 AND 18A OR 18B IS YES OTHERWISE SKIP TO 20) Would you be able to do this at the worksite level?

- YES
- NO
- DON'T KNOW



- YES
- NO → GO TO QUESTION 28

25. BLS is considering using the revenue generated by a model line, along with total annual revenue, to estimate the number of employees involved in producing that model. Do you think this approach is reasonable for your business?

- YES
- NO
- DON'T KNOW

25b. Why is that so? \_\_\_\_\_

26. BLS does not intend to publish information on products or revenue. Would you be willing to provide revenue share by model to BLS on a survey form?

- YES
- NO → GO TO QUESTION 28
- DON'T KNOW

27. a. Which of the following would be easier for you, providing the amount of annual revenue generated by a model line or providing the percentage of your total revenue generated by that model line?

- ACTUAL ANNUAL REVENUE
- PERCENTAGE OF TOTAL REVENUE

27b. Why is that so? \_\_\_\_\_

**Environmental information**

28. Do any of your products or any specific models or versions meet any environmental standards, such as EnergyStar?

- YES → A. Do all of your products/models or just certain products/models meet this standard?
  - ALL
  - JUST CERTAIN PRODUCTS/MODELS
- NO → GO TO QUESTION 31
- DON'T KNOW → GO TO QUESTION 31

29. a. What are those environmental standards (CHECK ALL THAT APPLY)?

- ENERGYSTAR
- USDA CERTIFIED ORGANIC
- GREEN SEAL
- OTHER: \_\_\_\_\_ → GO TO QUESTION 29B
- OTHER: \_\_\_\_\_ → GO TO QUESTION 29B

29b. Are these national, state, or local area specific standards?

30. If BLS were to ask for revenue shares for product lines or models that met one of those environmental standards, would you be able to provide that information? For example, what percent of revenue is represented by EnergyStar-rated product lines?

- YES



- NO
- DON'T KNOW

31. Do any of your products use inputs that are recycled materials?

- YES → What is that input? \_\_\_\_\_ → GO TO QUESTION 32
- NO → GO TO QUESTION 34
- DON'T KNOW → GO TO QUESTION 34

32. Is the recycled material used in all products or just certain products?

- YES ALL
- YES SOME
- DON'T KNOW → GO TO QUESTION 34

33. Would you be able to provide revenue information for those products that use recycled inputs?

- YES
- NO
- DON'T KNOW

34. I'm done with my questions. As I've mentioned before, BLS is trying to find the best approach to measure the number of jobs involved in producing green goods and services. Do you have any suggestions as to how BLS can best capture this information in your firm or industry?

IF ANY QUESTIONS ABOUT GREEN DEFINITION, PLEASE DIRECT THEM TO  
[www.bls.gov/green](http://www.bls.gov/green) WEBSITE.

### **Closing**

Those are all the questions I have for you. Thank you for your time, the information you have provided is very useful