# SCRIPT FOR GREEN GOODS AND SERVICES
## FOLLOW-UP QUESTIONS TO RESPONDENTS
## **FORMS COMPLETED CORRECTLY**

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

### **Introduction**

Intro1.  Hello.  My name is _____ I'm calling on behalf of the Bureau of Labor Statistics.  I'm calling in reference to the Green Goods and Services survey form your business submitted to BLS on (date rec'd at ORI).  May I please speak to (*contact name*)?

Intro2.  *(Reintroduce yourself if necessary)* Our records indicate you were responsible for submitting your firm's BLS Green Goods and Services survey form. Did you complete that survey form?

If not, do you know who completed it?
Name:_____
Phone:_____
Fax:_____

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

**Continue with correct respondent**

Intro3.  It would be very helpful to us if we could talk to you about your experience completing the survey form you submitted to us.  Are you willing to answer questions about the BLS Green Goods and Services survey form?
- YES →   Go to Intro4.
- NO →   Why not?_____
         (IF ANSWER NO)  Thank you for your time. (HANG UP).

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

Intro4.  We routinely ask businesses to help us collect the best data possible, so we are contacting a small sample of our respondents to discuss their experiences filling out our survey forms. We use this information to design forms that improve data quality and minimize respondent burden. I realize you are very busy, but would you have time to answer a few questions?  The questions usually take 10 minutes or less to answer.

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

APPOINTMENT INFORMATION:

APPT DAY:  _____        TIME OF DAY:  _____
CONFIRM PHONE NUMBER:_____

Would you like me to fax or email you a copy of your returned form for reference during the interview before I call you back?

- YES → What is your fax number/email?: _____
- NO (ALREADY HAVE A COPY OR DON'T NEED ONE)

Thank you.

## Questionnaire Script

BLS has been asked to collect data that measures the environmental sector of the U.S. economy. Before we can do this, we need to make sure that our survey forms are successfully capturing environmental sector data while minimizing respondent burden.

Let me assure you that the purpose of this call is strictly for informational and statistical purposes. Your participation is completely voluntary. Information collected from you today is confidential and will not be released to the public in any way except as prescribed under the conditions of the Privacy Act Notice.

**Questions**

1. Do you have the BLS Green Goods and Services survey form that we sent to you available, so you can refer to it?
   - YES
   - NO → Can I can fax or email you a copy of your completed survey form now? I will call you right back on this number once I send this out (RESCHEDULE APPT IF NEEDED).
     What is your fax number/email address?_____

2. Do you remember or can you estimate how long it took you to complete and return this form?
   _____ (FILL IN ANSWER)
   - Don't know

3. Was the time it took you to complete reasonable?
   - YES
   - NO → Why not? _____

4. Look at the instructions for each question. On a scale of 1 to 5, with 1 being not at all clear and 5 being very clear, how clear are the instructions?
   - 1 → Which instructions were unclear?_____
   - 2 → Which instructions were unclear?_____
   - 3
   - 4
   - 5
   - OTHER_____

5. On a scale of 1 to 5, how did the questions on the form flow? Use 1 if the flow was not logical and 5 if the flow of the questions was very logical.
   - 1 → Which questions didn't flow logically?_____

- 2 → Which questions didn't flow logically?_____
- 3
- 4
- 5
- OTHER_____

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**Interviewer instructions (can be completed prior to interview):**

**ARE ANY CATEGORIES IN QUESTION 4 MARKED YES?**
  - **YES → GO TO QUESTION 12**
  - **NO OR BLANK → GO TO QUESTION 6**

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6. Question 4 on the form provided a list of green goods and services categories and examples (**read a few to refresh respondent's memory**). You indicated you don't produce any green goods or services, would you briefly describe what you do?
   _____
   _____
   _____

7. Were the categories listed in Question 4 of the form easy to understand?
   - YES
   - NO → Can you describe the problem or misunderstanding?
     _____

8. Continuing with Question 4, were any examples or categories relevant to your business missing from the form?
   - YES → Can you describe what was missing?
     _____
   - NO

9. Was there anything listed on Question 4 that didn't relate or you didn't understand why it was included?
   - YES → Can you describe what didn't seem relevant?
     _____
   - NO

10. What is your reaction to the name of the survey "Green Goods and Services"?
    - POSITIVE: WHY?_____
    - NEGATIVE: WHY?_____
    - OTHER:_____

11. Do you have any feedback or comments on this form or data collection initiative?
    _____

Those are all the questions I have for you. If there is anything else you would like us to know about your experience, please call us at 202-691-5185 or send an email to GGS@bls.gov. Thank you very much for your participation and your time today.

12. Question 4 on the form provided a list of green goods and services categories and examples (**read a few to refresh respondent's memory**). You indicated you produce green goods or services, would you briefly describe those green products or services?

_____
_____
_____

13. Were the categories and standards listed in Question 4 of the form easy to understand?
    - YES
    - NO  → Can you describe the problem or misunderstanding?

        _____

14. Continuing with Question 4, were any examples or categories relevant to your business missing from the form?
    - YES → Can you describe what was missing?

        _____

    - NO

15. Was there anything listed on Question 4 that didn't relate or you didn't understand why it was included?
    - YES → Can you describe what didn't seem relevant?

        _____

    - NO

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**Interviewer instructions (can be completed prior to interview):**

**IF QUESTION 6 IS MARKED:**
- **YES →GO TO QUESTION 22**
- **NO → GO TO QUESTION 16**

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16. On Question 6, you indicated you did not have sales revenue data for your green good or services. Can you tell me about that?

_____
_____
_____
_____
_____

17. Question 8 asks the following "What percentage of this worksite's employment listed in Question 3 primarily works on the products or services marked 'yes' in Question 4?" Was this data easy for you to provide?
    - YES
    - NO  → Why not?_____

18. Again, question 8 asks the following "What percentage of this worksite's employment listed in Question 3 primarily works on the products or services marked 'yes' in Question 4?". What does the phrase "primarily works" mean to you?

_____
_____

_____
_____
_____

19. Continuing with question 8, what employees did you include when you calculated your percentage (for example, did you include sales and marketing staff, managerial staff, etc.)?

20. What is your reaction to the name of the survey "Green Goods and Services"?
- POSITIVE: WHY?_____
- NEGATIVE: WHY?_____
- OTHER:_____

21. Do you have any feedback or comments on this form or data collection initiative?
_____

Those are all the questions I have for you. If there is anything else you would like us to know about your experience, please call us at 202-691-5185 or send an email to GGS@bls.gov. Thank you very much for your participation and your time today.

22. On Question 6 of the form, you indicated you have sales revenue data for your green good or services. Was this data easy to provide?
- YES
- NO → Why not?_____

23. (DO THE MATH CALCULATING EMPLOYMENT FOR ONE OF THE CATEGORIES OR STANDARDS USING INFO FROM QUESTION 3 AND QUESTION 7). BLS is looking to use the percent of sales to estimate employment associated with green goods and services. Is (CALCULATED NUMBER) a reasonable estimate for the employment, including support and administrative staff, associated with your green goods and services?
- YES
- NO → Why not?_____

24. What is your reaction to the name of the survey "Green Goods and Services"?
- POSITIVE: WHY?_____
- NEGATIVE: WHY?_____
- OTHER:_____

25. Do you have any feedback or comments on this form or data collection initiative?
_____

Those are all the questions I have for you. If there is anything else you would like us to know about your experience, please call us at 202-691-5185 or send an email to GGS@bls.gov. Thank you very much for your participation and your time today.