

SCRIPT FOR GREEN PROCESSES & PRACTICES RAS FOLLOW-UP QUESTIONS FOR NON-RESPONDENTS

Introduction

Intro1. Hello. Is _____ available?

Intro2. INTRODUCTION TO CONTACT: My name is _____. I am calling on behalf of the Bureau of Labor Statistics in reference to the Green Jobs survey that was mailed to you during February. Our records indicate that you were recently mailed a Green Jobs survey to complete, but we haven't received it yet. Do you remember receiving this survey?

- YES → **GO TO INTRO3**
- YES → **THREW IT AWAY. GO TO INTRO3**
- YES, AND CLAIMS TO HAVE RETURNED IT → **THANK YOU FOR FILLING IT OUT. CAN YOU TELL ME WHEN YOU MAILED IT?**

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- YES, COMPLETED, BUT DID NOT MAIL → **Thank you for filling it out. GO TO INTRO3**
- NO → Do you know who might have received our survey in your establishment?

- YES →

Name:
Position/Department:
Phone:
Fax:

Thank you for your time. (ASK TO BE TRANSFERRED TO CONTACT OR HANG UP AND CONTACT NAME GIVEN).

- NO → We mailed the form to: _____ REFER TO CONTACT AND ADDRESS ON CALLSHEET

Is there a better address for your establishment? To whom should we direct this survey?

Company Name:
Title:
ATTN:
Street:
City, ST, Zip+4:

Thank you for your time.

Intro 3. I realize you are very busy, but we would like to improve the form and the likelihood that it will be returned, so it would be a tremendous help to us if you could give us your general reactions, bad or good. The questions usually take less than 5 minutes.

- YES, CONTINUE → **GO TO QUESTIONNAIRE SCRIPT.**
- NO → If you prefer, I can give you a phone number or e-mail address to report your reactions at your convenience.
 - YES → Please call us at 202-691-5789 or send e-mail to green@bls.gov.
 - NO, RESPONDENT REFUSES. Thank you for your time. (HANG UP).

QUESTIONNAIRE SCRIPT

Before we begin, let me assure you that this call is strictly to help us improve the Green Jobs survey. Your participation is completely voluntary, and you can decline to answer any question at any time.

**IF RESPONDENT REQUESTS MORE INFORMATION YOU CAN CONTINUE.
OTHERWISE GO TO QUESTION 1**

The Bureau of Labor Statistics, its employees and agents, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable federal laws, your responses will not be disclosed in identifiable form without your informed consent. This call may be monitored for quality assurance purposes.

1. Can you tell me why you decided not to complete the survey? **DO NOT READ RESPONSE CATEGORIES UNLESS OTHERWISE INDICATED THERE ARE FOLLOW-UP QUESTIONS FOR EACH RESPONSE. MARK ALL THAT APPLY AND ASK FOLLOW-UP QUESTIONS FOR EACH RESPONSE.**

- A. ANTI-GOVERNMENT ATTITUDES (**NO FOLLOW-UP QUESTION**)
- B. COMPANY POLICY NOT TO PARTICIPATE IN SURVEYS
- C. FORM DID NOT GET TO RIGHT PERSON
- D. PROCRASTINATED/KEPT PLANNING TO COMPLETE IT
- E. TIME/BURDEN – WOULD TAKE TOO MUCH TIME TO COMPLETE (**NO FOLLOW-UP QUESTION**)
- F. INPUT REQUIRED FROM OTHERS IN ESTABLISHMENT / COORDINATION ISSUES
- G. TOPIC NOT RELEVANT TO THIS BUSINESS/ WE DO NOT USE GREEN TECHNOLOGIES OR PRACTICES (**NO FOLLOW-UP QUESTION**)
- H. PURPOSE/VALUE OF SURVEY WAS NOT CLEAR
- I. Survey forwarded to corporate office (**NO FOLLOW-UP QUESTION**)
- J. OTHER – Please explain (IF NECESSARY) Can you tell me more about that?

B. IF COMPANY POLCY NOT TO PARTICIPATE IN SURVEYS

2. You said your company has a policy not to participate in surveys. Does this policy apply to all surveys?

- YES
- NO → What steps could we have taken to get a completed survey from your establishment?

C. IF FORM DID NOT GET TO RIGHT PERSON

3. You said that the form did not reach the right person. Are you the right person to fill out the form?

- YES
- NO

4. What should we have done to get it to (you/ the right person)?

D. IF PROCRASTINATED/KEPT PLANNING TO COMPLETE IT

5. You said that you were planning to complete the form but forgot to return it. Did you receive our reminder messages to return the form? (REMINDER MESSAGES INCLUDED A POSTCARD AND PHONE CALLS)

- YES
- No

6. What type of prompting would be helpful to remind you to return the form?

F. IF INPUT REQUIRED FROM OTHERS IN ESTABLISHMENT OR COORDINATION ISSUES

7. You said that you needed assistance from others in your firm to complete the form. How many other people or offices in your firm would have been involved in completing the form?

Number: _____

8. Are all of these individuals/offices at your location?

- YES
- NO

9. Do you have access to information such as job titles and wages?

- YES
- NO

10. Was this survey passed around to different people in your establishment before it reached you, or did it come directly to you?

- PASSED AROUND → Can you tell me how it arrived at your desk? [PROBE ON HOW MANY PEOPLE IT PASSED THROUGH TO GET TO THE PERSON ON THE PHONE]

- DIRECTLY TO PERSON
- DON'T KNOW

H. PURPOSE/VALUE OF SURVEY WAS NOT CLEAR

11. You said that the purpose of the survey was not clear. Are there points we could address that would make the purpose of the survey clearer?
- YES → What points?

- NO

12. How much time did you estimate it would take to complete the form? (TRY TO GET A NUMERICAL ESTIMATE IF POSSIBLE)

TIME: _____

13. How much time would you be willing to devote to a survey like this?

TIME: _____

14. Is there anything we can do differently that would make you more likely to respond to a survey of this type in the future?

- YES → Please explain

- NO

15. Would you be more likely to respond to a survey of this type if you were able to do so using the Internet?

- YES
- NO
- Don't know

16. Have you received other green surveys in the past year?

- YES
- NO
- UNSURE

Closing

That's all of the questions I have for you. Thank you very much for your time today. If you have any additional thoughts after I hang up, I can give you a phone number and e-mail address so you can pass along those thoughts when you have time.