**APPENDIX C: Interviewer Script**

**SCRIPT FOR ESTABLISHMENT INTERVIEWS**

**Employer Records Check**

**Confirm contact name from screener** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Introduction1**

Hello, this is [NAME] calling from ORI/ IMPAQ International on behalf of the U.S. Department of Labor’s Bureau of Labor Statistics. Thank you for taking the time to talk with me today. As mentioned when we set up this time to talk with you, the Bureau of Labor Statistics has contracted with us to help identify better information about job openings, hires, and separations. Your responses today will help us better understand the current labor market, and identify new data items to be collected by BLS.

Depending on your answers, this interview will take about 20 minutes to complete. Your participation is voluntary, and you may skip any questions you do not want to answer. Your answers will be kept strictly confidential and will be used only for research purposes to improve the Job Openings and Labor Turnover survey.

Do you have any questions before we begin?

YES 🡪 PROCEED WITH INTERVIEW

NO🡪 ANSWER ANY QUESTIONS/RESPOND TO CONCERNS AS APPROPRIATE (SEE FAQ)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Introduction2**

As I mentioned we’re looking for better information about the labor market, so I’m going to read you a list of types of information that the Bureau of Labor Statistics is interested in, and then ask you a few questions about each one. The questions I will ask you are, first, do you keep track of this information in any way? Second, would you be able to provide this information to BLS at some regular interval such as monthly, quarterly, annually or something else? Third, how difficult it would be to provide this information and why? I think after you go through a couple, you’ll get the flow of the questions.

**Question Wording (for table below):**

1. Does your company keep track of (**ask for all types of information first**) …

2. Would your company be able to provide this information to BLS at some regular interval such as monthly, annually, quarterly or something else?

3. On a scale where a 1 means **not at all difficult**, and a 5 means **extremely difficult**, how difficult would it be for your company

to provide this information? (**if 3, 4, or 5, probe to find out why)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Information**  **[IF ANSWERING NO TO ALL COLUMN A, GO TO Q12 INTRO]** | **(A)**  **Keep Track?** | | **(B)**  **Able to provide?**  **(Yes to A)** | | **(C)**  **Difficulty?**  **(Ra-ting)** | **Why?** |
| Yes | No | Yes | No | ***Yes to B*** | ***(Ask if 3,4 or 5)*** |
| 1. The number of **full-time,** **permanent** job vacancies |  |  |  |  |  |  |
| 1. The number of **part-time, permanent** job vacancies |  |  |  |  |  |  |
| 1. The number of **temporary** job vacancies *(individual workers hired for a short-term or temporary basis, such as those hired for seasonal jobs each year)* |  |  |  |  |  |  |
| 1. Whether the job vacancies are for a new position or for refilling an existing position |  |  |  |  |  |  |
| 1. How long it takes to fill different types of job vacancies |  |  |  |  |  |  |
| 1. The reasons why it might take longer to fill some vacancies than others |  |  |  |  |  |  |
| 1. The number of hires |  |  |  |  |  |  |
| 1. The number of workers who are separated |  |  |  |  |  |  |

**Comments -**

1. My next question deals with how your company keeps track of information related to job vacancies, hiring of new employees and separated employees. Does your company use:

**[Record all that apply][Read list]**

**IF RESPONDING ANY OR ALL OF A, B, OR C, ASK Q10 AS A FOLLOW UP**

**IF RESPONDING D, ASK Q10a AS FOLLOWUP**

**IF RESPONDING A, B, C OR D, ASK BOTH 10 AND 10a**

* 1. Paper files
  2. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll, or HR software
  3. Externally purchased software (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
  4. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
  5. Personal knowledge **[Go to Q12 intro]**
  6. Something else?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**[Go to Q12 intro]**
  7. Don’t know **[Go to Q12 intro]**
  8. No Response **[Go to Q12 intro]**

1. How often is the information that is maintained within the company updated

**[ASK FOR THOSE REPLYING ANY OF A, B, OR C TO Q9]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No response

10a.How often is the information that is maintained by your outside service provider updated

**[ASK FOR THOSE REPLYING D TO Q9]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No response
13. If the Bureau of Labor Statistics were to ask you to provide information related to filling job vacancies, and the hiring and separation of employees, when would the information be available for reporting?
14. Within a day
15. Within 2 weeks
16. Within a month
17. At the end of the quarter
18. In six months
19. At the end of the year
20. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
21. Don’t know
22. No Response

Now I would like to switch gears a bit and ask about other types of workers your company might employ.

1. [Use wording in Column 1 … **ask for all types of information first]** …

2. Would your company be able to provide this information to BLS at some regular interval such as monthly, annually, quarterly or something else?

3. On a scale where a 1 means **not at all difficult**, and a 5 means **extremely difficult**, how difficult would it be for your company

to provide this information? (**if 3, 4, or 5, probe to find out why)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Information**  **[IF ANSWERING NO TO ALL COLUMN A, GO TO Q21 INTRO]** | **(A)**  **Keep Track?** | | **(B)**  **Able to provide?**  **(Yes to A)** | | **(C)**  **Diff-iculty?**  **(Ra-ting)** | **Why?** |
| Yes | No | Yes | No | **(Yes to B)** | **(Ask if 3,4 or 5)** |
| 1. Does your company keep track of the number of individual workers hired for a short-term or temporary basis, such as those hired for seasonal jobs each year? |  |  |  |  |  |  |
| 1. Does your company keep track of the length of these individual short term or temporary assignments each year? |  |  |  |  |  |  |
| 1. Does your company maintain a list of individuals available for on-call assignments? |  |  |  |  |  |  |
| 1. Does your company keep track of the number of individual on-call workers used each year? |  |  |  |  |  |  |
| 1. Does your company keep track of the number of times each on-call worker is used each year? |  |  |  |  |  |  |
| 1. Does your company keep track of the length of each on-call assignment? |  |  |  |  |  |  |

**Comments -**

1. My next question deals with how your company keeps track of short term, temporary or on-call workers Does your company use:

**[Record all that apply][Read list]**

**IF RESPONDING ANY OR ALL OF A, B, OR C, ASK Q19 AS A FOLLOW UP**

**IF RESPONDING D, ASK Q19a AS FOLLOWUP**

**IF RESPONDING A, B, C OR D, ASK BOTH 19 AND 19a**

1. Paper files
2. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll, or HR software
3. Externally purchased software (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
4. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
5. No formal records are kept **[Go to Q21 intro]**
6. Something else?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**[Go to Q21 intro]**
7. Don’t know **[Go to Q21 intro]**
8. No Response **[Go to Q21 intro]**
9. How often is the information that is maintained within the company updated?

**[ASK FOR THOSE REPLYING ANY OF A, B, OR C TO Q18]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No response

19a.How often is the information that is maintained by your outside service provider updated?

**[ASK FOR THOSE REPLYING DTO Q18]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No response
13. If the Bureau of Labor Statistics were to ask you to provide information about short term, temporary or on-call workers pulled from these records, when would the information be available for reporting?
14. Within a day
15. Within 2 weeks
16. Within a month
17. At the end of the quarter
18. In six months
19. At the end of the year
20. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
21. Don’t know
22. No Response

Now I would like to ask some general questions about the wages you pay your workers.

1. [Use wording in Column 1 … **ask for all types of information first]** …

Would your company be able to provide this information to BLS at some regular interval such as monthly, annually, quarterly or something else?

1. On a scale where a 1 means **not at all difficult**, and a 5 means **extremely difficult**, how difficult would it be for your company to provide this information? (**if 3, 4, or 5, probe to find out why)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Information**  **[IF ANSWERING NO TO ALL COLUMN A, GO TO Q27 INTRO]** | **(A)**  **Keep Track?** | | **(B)**  **Able to provide?**  **(Yes to A)** | | **(C)**  **Diff-iculty?**  **(Ra-ting)** | **Why?** |
| Yes | No | Yes | No | ***(Yes to B)*** | ***(Ask if 3,4 or 5)*** |
| 1. Does your company maintain or follow a standard pay scale that would be used when filling job vacancies? |  |  |  |  |  |  |
| 1. Does your company keep track of the starting wages of new employees? |  |  |  |  |  |  |
| 1. Does your company keep track of the final wages of separated employees? |  |  |  |  |  |  |

**Comments -**

1. How does your company keep track of the wages you pay your employees Does your company use…?

**[Record all that apply][Read list]**

**IF RESPONDING ANY OR ALL OF A, B, OR C, ASK Q25 AS A FOLLOW UP**

**IF RESPONDING D, ASK Q25a AS FOLLOWUP**

**IF RESPONDING A, B, C OR D, ASK BOTH 25 AND 25a**

1. Paper files
2. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll or HR software
3. Externally purchased software (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
4. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
5. Personal knowledge **[Go to Q27 intro]**
6. Something else?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**[Go to Q27 intro]**
7. Don’t know **[Go to Q27 intro]**
8. No Response **[Go to Q27 intro]**
9. How often is the information that is maintained within the company updated?

**[ASK FOR THOSE REPLYING ANY OF A, B, OR C TO Q24]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No Response

25a.How often is the information that is maintained by your outside service provider updated?

**[ASK FOR THOSE REPLYING D TO Q24]**

1. Daily
2. Weekly
3. Every two weeks
4. Monthly
5. Quarterly
6. Semi-annually
7. Annually
8. At the end of the current pay period
9. As needed
10. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Don’t know
12. No response

1. If the Bureau of Labor Statistics were to ask you to provide information about the wages you pay your employees, when would the information be available for reporting?

1. Within a day
2. Within 2 weeks
3. Within a month
4. At the end of the quarter
5. In six months
6. At the end of the year
7. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. Don’t know
9. No Response

Now we’re going to switch gears and talk a little bit about how you advertise for and recruit new employees

1. How does your company advertise to fill vacancies?

**[Record all that apply][Read list]**

* 1. Sign in the windows
  2. Help wanted advertisements in newspapers or other print periodicals
  3. Online recruitment services such as monster.com or CraigsList
  4. Use of a headhunter/search firm
  5. Word of mouth/employee referral
  6. Job/recruitment fairs
  7. Career centers
  8. Professional conferences/trade associations
  9. Unemployment offices
  10. We do not advertise to fill vacancies
  11. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  12. Don’t know
  13. No response

1. Does your company increase recruiting efforts for job vacancies that are difficult to fill?
   1. Yes
   2. No **[Go to Q33]**
   3. Don’t know **[Go to Q33]**
   4. No Response **[Go to Q33]**
2. Which of the following activities does your company engage in to increase recruiting efforts?

**[Record all that apply][Read list]**

1. Increase search activity
2. Publication of vacancies in additional locations
3. Employing a headhunter or search firm
4. Providing signing bonuses
5. Increasing pay or benefits
6. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Don’t know **[Go to Q33]**
8. No Response **[Go to Q33]**
9. How does your company keep track of these increased recruiting activities? Does your company use …

**[Record all that apply][Read list]**

1. Paper files
2. Internally developed and maintained electronic files, spreadsheets, payroll, or HR software
3. Externally purchased software (please name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
4. Personal knowledge **[Go to Q33]**
5. Something else?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**[Go to Q33]**
6. Don’t know **[Go to Q33]**
7. No response **[Go to Q33]**
8. How often is this information updated?
9. Daily
10. Weekly
11. Every two weeks
12. Monthly
13. Quarterly
14. Semi-annually
15. Annually
16. At the end of the current pay period
17. As needed
18. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
19. Don’t know
20. No Response
21. If the Bureau of Labor Statistics were to ask you to provide information about your companies increased recruiting activities, when would the information be available for reporting?
22. Within a day
23. Within 2 weeks
24. Within a month
25. At the end of the quarter
26. In six months
27. At the end of the year
28. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
29. Don’t know
30. No Response

I have a few final questions for you.

1. Does your company track relevant departments as you recruit for and fill job vacancies? For example, departments could include strategic management, procurement, logistics & distribution; operations; product or service development; marketing & sales; customer service; general management; human resources management; or technology & process development?
2. Yes
3. No
4. Don’t know
5. No Response
6. On a scale where a 1 means **not at all willing** and 5 means **extremely willing**, how willing would your company be to provide information on recruiting for and filling job vacancies, short term, temporary and on-call workers, and wages to BLS?

\_\_\_\_\_\_\_ record rating [8=DK, 9=NR]

1. Why do you say that? [ ASK IF RATING A 1 or 2 for Q35]

**[Do not read list][Record all that apply]**

1. It is not company policy
2. It will take too much time or effort
3. Our records are not adequate to do this
4. We have no employees
5. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Don’t know
7. No Response
8. If your company was asked to provide data to BLS on recruiting for and filling job vacancies, short term, temporary and on-call workers, and wages, how would you like to submit the data?

**[Record all that apply][Read list]**

1. Filling in the information online
2. Filling in a paper form and mailing it in
3. Filling in a paper form and faxing it
4. Over the phone as part of an interview
5. Over the phone using the phone key pad
6. Sending in output from a software package
7. Sending in an internally created spreadsheet, or
8. Something else\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. Don’t know
10. No Response
11. What other records or information does your company maintain that you think might help BLS in understanding how companies such as yours recruit for and fill job vacancies and what kinds of information they maintain?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Thank you for your help. Those are all the questions that I have.**

**DEFINITIONS**

**Full time employee:** an employee who works more than 35 hours per week.

**On-call worker:** an employee with no set work schedule who is called in as needed.

**Separated worker:** a former employee who has left voluntarily, was laid off or let go