

August 5, 2011

NOTE TO THE  
REVIEWER OF:

OMB CLEARANCE 1220-0141  
“Cognitive and Psychological Research”

FROM:

William Mockovak  
Office of Survey Methods Research

SUBJECT:

Submission of Materials for the JOLTS  
Record Check Study

Please accept the enclosed materials for approval under the OMB clearance package 1220-0141, “Cognitive and Psychological Research.” In accordance with our agreement with OMB, we are submitting a brief description of the research, and the materials to be used in the research.

We will be conducting the test with current respondents. The maximum number of burden hours is estimated to be 25.

If there are any questions regarding this project, please contact Bill Mockovak at (202) 691-7414.

Attachments

## **I. Introduction and Purpose**

The Job Openings and Labor Turnover Survey (JOLTS) produces timely data on job openings, hires, and separations. These data are vital to understanding the labor market dynamics of the United States economy. Researchers and policy makers have asked if it would be possible for JOLTS to improve the understanding of labor market dynamics by collecting information that would enhance the data that JOLTS already collects. For instance, JOLTS collects counts of job openings, but little is known about the job openings themselves, such as how long it takes an establishment to fill a job once the opening is announced. BLS would like to find out if such data as this exists in respondents' payroll systems. We hope to accomplish this objective by conducting a short telephone survey with a small number of existing survey respondents. Specifically, we will we ask about what data they may have that could enhance the understanding of the data that we already collect. The interviewing and the survey will be conducted under contract by Office Remedies Inc (ORI) and their subcontractor IMPAQ.

## **II. Respondents**

The respondents will be a maximum of 60 establishments who are finishing their rotation in the JOLTS sample.

## **III. Research Design**

BLS will identify a sample of respondents who are reliable reporters and who are about to reach the end of their participation in the survey. These respondents will receive a letter from BLS informing them about the survey and telling them that a representative from ORI/IMPAQ will be contacting them shortly about participating. See Appendix A for a draft of this letter. Contact information for the sample units will be given to ORI.

Within a few days of receiving the letter, ORI/IMPAQ will contact the respondents. At this time, a brief description of the study will be given, and respondents will be asked to participate. See Appendix B for a draft script of this contact. Respondents who agree to participate will be asked to set up a time that is convenient for them to answer the survey questions. ORI/IMPAQ will contact the respondents at this agreed to time and conduct the survey. See Appendix C for a draft interviewer script.

**IV. Burden Hours**

We estimate that each survey interview will take approximately 20 minutes for an estimated maximum of 20 burden hours (60 x 20 minutes). Each respondent will also receive one advance phone call, which is estimated to take less than 5 minutes for a maximum total of 5 burden hours. Therefore, the total estimated burden hours for this study is 25 hours.

**V. Data Confidentiality**

Respondents will be informed that all information received by them will be kept confidential at every step in the process. The following statement will be read to respondents prior to their participation in the study.

“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.”

**VI. Attachments**

1. Appendix A: Advance Letter (Draft)
2. Appendix B: Advance Call Script (Draft)
3. Appendix C: Interview Script (Draft)

## APPENDIX A: Draft Advance Letter

Dear (Contact Name),

Thank you for your recent participation in the Job Openings and Labor Turnover Survey (JOLTS) conducted by the U.S Bureau of Labor Statistics (BLS). Your participation in this important survey has allowed us to provide policy makers, researchers, and the general public with valuable information on current developments in the labor market, especially in the areas of labor demand and employee turnover. Without the cooperation of your firm and others, we would not be able to generate current and accurate information about these critical labor market measures.

To more fully understand the forces impacting the current labor market, the Bureau of Labor Statistics is conducting research on the collection of additional items of information relating to job openings, hires, and separations. BLS has contracted with two research firms, Office Remedies Inc. (ORI) and IMPAQ to conduct a study of the types of records kept by businesses in reference to job openings and labor turnover.

In the next few weeks, a representative of ORI or IMPAQ may call you to set up a convenient time for an interview and answer any questions you may have about the study. The interview should take approximately 20 minutes, but no longer than 35 minutes to complete.

Please consider participating in this brief interview as part of this important study. If you have any questions about the study, please feel free to call John Wohlford of my staff at (202) 691-6480, or email him at [Wohlford.john@bls.gov](mailto:Wohlford.john@bls.gov).

Thank you for your participation in the Job Openings and Labor Turnover Survey, and thank you in advance for your participation in our special research study.

Sincerely,

Richard Clayton, Chief  
Division of Administrative Statistics and Labor Turnover  
U.S. Bureau of Labor Statistics  
2 Massachusetts Ave. NE, Suite 4840  
Washington DC, 20212

**OMB Clearance Number: 1220-0141**  
**Expires: February 29, 2012**

**Intro1.** Hello. My name is \_\_\_\_\_. I am calling from Office Remedies /IMPAQ on behalf of the Bureau of Labor Statistics. The Bureau is starting a new effort to better understand the current labor market. Did you receive our letter about this initiative?

<b>If No/Can't recall</b>	<b>If Yes</b>
<p>The Bureau is interested in the types of employment records your company maintains. We're trying to identify better information to help us improve our statistics about job openings, hires, and separations.</p> <p>I know you're busy, so unless this is a good time, I was hoping to set up a time when I could call you back. The interview will take about 20 minutes, or maybe a bit longer depending on your answers.</p>	<p>I know you're busy, so unless this is a good time, I was hoping to set up time when I could call you back. The interview will take about 20 minutes, or maybe a bit longer depending on your answers.</p> <p>(If asks about survey purpose: We're trying to identify better information to help us improve our statistics about job openings, hires, and separations.)</p>

**Conduct interview now, if respondent suggests it.**

Would you be able to answer some questions about the types of employment records your company maintains?

- YES → GO TO INTRO2
- NO → Who at your firm would be able to answer those questions for us?

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

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

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

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

**Continue with correct respondent**

**Intro2.**

When would be a good time to call you back?

YES → SCHEDULE INTERVIEW DATE/TIME

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Thank you very much for your time and for agreeing to participate in this interview.

NO → Thank you very much for your time

## Frequently Asked Questions and Answers

### **What is this interview about?**

It would be very helpful to us if we could talk to you about what types of employment records you may keep in your establishment, in particular about job openings, hires, and separations. Your responses today will help us identify ways we can learn more about what is happening in today's labor market.

### **How long will this take?**

The interview takes approximately 20 minutes to complete. Depending on your answers, it may take less or more time.

### **Will I be compensated for my time?**

No. Unfortunately, we will not be able to offer you compensation for participating in the interview.

### **Do I have to participate?**

No. Your participation is completely voluntary and you can decline to answer any question at any time.

### **Will my answers be confidential?**

Yes. The purpose of this interview is strictly for informational and statistical purposes. The Bureau of Labor Statistics, its employees, agents, and partner statistical agencies, 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 interview is approved by the Office of Management and Budget, number **///-///**, which expires on February 29, 2012.

### **How will my answers be used?**

The information you provide will help BLS better understand business record-keeping and help us identify ways we can learn more about what is happening in today's labor market.

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)

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## 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? (Rating)	Why?
	Yes	No	Yes	No	Yes to B	(Ask if 3,4 or 5)
1. The number of <b>full-time, permanent</b> job vacancies						
2. The number of <b>part-time, permanent</b> job vacancies						
3. The number of <b>temporary</b> job vacancies ( <i>individual workers hired for a short-term or temporary basis, such as those hired for seasonal jobs each year</i> )						
4. Whether the job vacancies are for a new position or for refilling an existing position						
5. How long it takes to fill different types of job vacancies						
6. The reasons why it might take longer to fill some vacancies than others						
7. The number of hires						
8. The number of workers who are separated						

Comments -

9. 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**

- a. Paper files
- b. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll, or HR software
- c. Externally purchased software (please name\_\_\_\_\_)
- d. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_)
- e. Personal knowledge **[Go to Q12 intro]**
- f. Something else?\_\_\_\_\_ **[Go to Q12 intro]**
- g. Don't know **[Go to Q12 intro]**
- h. No Response **[Go to Q12 intro]**

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

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

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other\_\_\_\_\_
- k. Don't know
- l. No response

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

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

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other\_\_\_\_\_
- k. Don't know
- l. No response

11. 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?

- a. Within a day
- b. Within 2 weeks
- c. Within a month
- d. At the end of the quarter
- e. In six months
- f. At the end of the year
- g. Other \_\_\_\_\_
- h. Don't know
- i. 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)
12. 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?						
13. Does your company keep track of the length of these individual short term or temporary assignments each year?						
14. Does your company maintain a list of individuals available for on-call assignments?						
15. Does your company keep track of the number of individual on-call workers used each year?						
16. Does your company keep track of the number of times each on-call worker is used each year?						
17. Does your company keep track of the length of each on-call assignment?						

Comments -

18. 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**

- a. Paper files
- b. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll, or HR software
- c. Externally purchased software (please name\_\_\_\_\_)
- d. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_)
- e. No formal records are kept **[Go to Q21 intro]**
- f. Something else?\_\_\_\_\_ **[Go to Q21 intro]**
- g. Don't know **[Go to Q21 intro]**
- h. No Response **[Go to Q21 intro]**

19. How often is the information that is maintained within the company updated?

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

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other\_\_\_\_\_
- k. Don't know
- l. No response

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

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

- a. Daily

- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other \_\_\_\_\_
- k. Don't know
- l. No response

20. 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?

- a. Within a day
- b. Within 2 weeks
- c. Within a month
- d. At the end of the quarter
- e. In six months
- f. At the end of the year
- g. Other \_\_\_\_\_
- h. Don't know
- i. 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?
2. 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**)

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

**Comments -**



24. 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**

- a. Paper files
- b. Internally developed and maintained electronic files, spreadsheets such as EXCEL, or payroll or HR software
- c. Externally purchased software (please name\_\_\_\_\_)
- d. An outside service such as ADP, Paychex, or other (please name\_\_\_\_\_)
- e. Personal knowledge **[Go to Q27 intro]**
- f. Something else?\_\_\_\_\_ **[Go to Q27 intro]**
- g. Don't know **[Go to Q27 intro]**
- h. No Response **[Go to Q27 intro]**

25. How often is the information that is maintained within the company updated?

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

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other\_\_\_\_\_
- k. Don't know
- l. No Response

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

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

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other \_\_\_\_\_
- k. Don't know
- l. No response

26. 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?

- a. Within a day
- b. Within 2 weeks
- c. Within a month
- d. At the end of the quarter
- e. In six months
- f. At the end of the year
- g. Other \_\_\_\_\_
- h. Don't know
- i. No Response

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

27. How does your company advertise to fill vacancies?

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

- a. Sign in the windows
- b. Help wanted advertisements in newspapers or other print periodicals
- c. Online recruitment services such as monster.com or Craigslist
- d. Use of a headhunter/search firm
- e. Word of mouth/employee referral
- f. Job/recruitment fairs
- g. Career centers
- h. Professional conferences/trade associations
- i. Unemployment offices
- j. We do not advertise to fill vacancies
- k. Other \_\_\_\_\_
- l. Don't know
- m. No response

28. Does your company increase recruiting efforts for job vacancies that are difficult to fill?

- a. Yes
- b. No **[Go to Q33]**
- c. Don't know **[Go to Q33]**
- d. No Response **[Go to Q33]**

29. Which of the following activities does your company engage in to increase recruiting efforts?

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

- a. Increase search activity
- b. Publication of vacancies in additional locations
- c. Employing a headhunter or search firm
- d. Providing signing bonuses
- e. Increasing pay or benefits
- f. Other\_\_\_\_\_
- g. Don't know **[Go to Q33]**
- h. No Response **[Go to Q33]**

30. How does your company keep track of these increased recruiting activities? Does your company use ...

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

- a. Paper files
- b. Internally developed and maintained electronic files, spreadsheets, payroll, or HR software
- c. Externally purchased software (please name\_\_\_\_\_)
- d. Personal knowledge **[Go to Q33]**
- e. Something else?\_\_\_\_\_ **[Go to Q33]**
- f. Don't know **[Go to Q33]**
- g. No response **[Go to Q33]**

31. How often is this information updated?

- a. Daily
- b. Weekly
- c. Every two weeks
- d. Monthly
- e. Quarterly
- f. Semi-annually
- g. Annually
- h. At the end of the current pay period
- i. As needed
- j. Other\_\_\_\_\_
- k. Don't know
- l. No Response

32. 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?

- a. Within a day
- b. Within 2 weeks
- c. Within a month
- d. At the end of the quarter
- e. In six months
- f. At the end of the year
- g. Other\_\_\_\_\_
- h. Don't know
- i. No Response

I have a few final questions for you.

33. 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?
- Yes
  - No
  - Don't know
  - No Response

34. 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]

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

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

- It is not company policy
- It will take too much time or effort
- Our records are not adequate to do this
- We have no employees
- Other \_\_\_\_\_
- Don't know
- No Response

36. 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]**

- a. Filling in the information online
- b. Filling in a paper form and mailing it in
- c. Filling in a paper form and faxing it
- d. Over the phone as part of an interview
- e. Over the phone using the phone key pad
- f. Sending in output from a software package
- g. Sending in an internally created spreadsheet, or
- h. Something else\_\_\_\_\_
- i. Don't know
- j. No Response

37. 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