

**Changes to the
BC-1294, Field Representative Exit Questionnaire**

Global Change: Replace “SFR” with “first line supervisor”

Page 2

Change the **expiration date of the OMB control number**, in the introductory paragraph, to reflect the new expiration date.

Question 1

Option 6 should read: “6 years to less than 10 years – **go to 3**”

Option 7 should read: “10 years or more – **go to 3**”

Question 2

Replace question 2 with the following and renumber questions 3-7.

New Q2: “**Before you were hired, you conducted a Mock Interview during the interview phase of the FR testing process. Do you feel the Mock Interview gave you a complete picture of the job of a Field Representative?**” (*Mark (X) one box*)

- Yes
- No – please explain: _____

(Old Q2) New Question 3

(Old Q3a/b) New Question Q4a/b

Q4a/option 1: change “Yes - go to 3b” to “Yes - *go to 4b*”

Q4a/option2: change “No – go to 4a” to “No – *go to 5a*”

Q4a/option3: change “Don’t know/Don’t remember - go to 4a” to “Don’t Know/Don’t remember - *go to 5a*”

(Old 4a/b) New Question 5a/b

Q5a/option 1: change “Yes – go to 5” to “Yes – *go to 6*”

Q5a/option 2: change “No – go to 4b below” to “No – *go to 5b below*”

(Old Q5) New Question 6

Q6j: Replace “Other” with “**NAMCS (National Ambulatory Medical Care Survey)**”

Add Q6k: “**NHAMCS (National Hospital Ambulatory Medical Care Survey)**”

Add Q6l: “**Other – specify**”

(Old Q6) New Question 7a

(Old Q7) New Question 7b

Section 2 – REASONS FOR TURNOVER

Page 3

Q8 option A: Replace “AUTOMATION: HARDWARE PROBLEMS” with

New option A. AUTOMATION

A1. Hardware problems – <i>specify</i>	Yes	No
A2. Software problems – <i>specify</i>	Yes	No
A3. Did not like using laptop	Yes	No
A4. Other – <i>specify</i>	Yes	No

Q8 option B: Replace “AUTOMATION: SOFTWARE PROBLEMS” with

New option B. BENEFITS (Health, Life, Retirement, Leave)

b1. Not enough coverage provided	Yes	No
b2. Cost too much	Yes	No
b3. Unreasonable criteria to qualify/takes too long to qualify	Yes	No
b4. Other – <i>specify</i>	Yes	No

Q8 option C: Replace “BENEFITS: INADEQUATE” with

New option C. HOURS

c1. Wanted more hours	Yes	No
c2. Wanted less hours	Yes	No
c3. Wanted a full time job	Yes	No
c4. Disliked working nights, weekends, holidays	Yes	No
c5. Other – <i>specify</i>	Yes	No

Q8 option D: Replace “BEFEFITS: COST TOO MUCH” with

New option D. NATURE OF THE JOB

d1. Worked in unsafe neighborhoods	Yes	No
d2. Disliked working alone	Yes	No
d3. No chance for advancement	Yes	No
d4. Disliked interviewing (personal visit & telephone)	Yes	No
d5. Disliked traveling	Yes	No
d6. Other – <i>specify</i>	Yes	No

Q8 option E: Replace “BENEFITS: COST TOO MUCH” with

New option E. PAY

e1. Pay per hour was too low – <i>go to 9a</i>	Yes	No
e2. Supervisor would not approve overtime	Yes	No
e3. Mileage and expense reimbursement was insufficient	Yes	No
e4. Other – <i>specify</i>	Yes	No

Q8 option F: Replace “HOURS” with
New option F. PERFORMANCE

f1. Too much pressure to improve response rates	Yes	No
f2. Too much pressure to improve production rates	Yes	No
f3. Too difficult to meet deadlines	Yes	No
f4. Too much pressure to improve quality	Yes	No
f5. Unfair appraisal	Yes	No
f6. Other – <i>specify</i>	Yes	No

Q8 option G: Replace “NATURE OF THE JOB” with
New option G. PERSONAL

g1. Health problems (personal and/or family)	Yes	No
g2. Conflicted with other personal/family obligations	Yes	No
g3. Got new job/conflicted with other employment	Yes	No
g4. Went back to school/conflicted with school schedule	Yes	No
g5. Lack of transportation	Yes	No
g6. Other – <i>specify</i>	Yes	No

Q8 option H: Replace “PAY” with
New option H. RESPONDENTS

h1. Disliked interacting with hostile/unfriendly people	Yes	No
h2. Disliked trying to convince people to participate	Yes	No
h3. Difficult to find someone at home to interview	Yes	No
h4. Other – <i>specify</i>	Yes	No

Q8 option I: Replace “PERFORMANCE” with
New option I. RO REALIGNMENT

i1. New structure made my job more difficult to do – go to 10a	Yes	No
i2. New supervisor (FS) was too demanding / difficult to work for	Yes	No
i3. FS did not have enough time for me/my questions	Yes	No
i4. FS could not adequately answer my questions	Yes	No
i5. FS increased/decreased my workload	Yes	No
i6. FS gave me new/different surveys to work on	Yes	No
i7. FS was too involved in how I do my work / felt micro-managed	Yes	No
i8. Other – <i>specify</i>	Yes	No

Q8 option J: Replace “PROBLEMS WITH RESPONDENTS” with
New option J. SECURITY

j1. Data security procedures were too burdensome	Yes	No
j2. Increased pressure to safeguard the laptop	Yes	No
j3. Increased pressure to protect PII and Title 13 data	Yes	No
j4. Other – <i>specify</i>	Yes	No

Q8 option K: Replace “SUPERVISOR/OFFICE STAFF” with
New option K. SUPERVISOR

k1. Did not provide the support I needed	Yes	No
k2. Too demanding	Yes	No
k3. Difficult to work with	Yes	No
k4. Other – <i>specify</i>	Yes	No

Q8 option L: Replace “SURVEY/SURVEY QUESTIONS” with
Revised option L. SURVEY/SURVEY QUESTIONS

l1. Disliked asking personal/sensitive questions – <i>go to 11</i>	Yes	No
l2. Thought survey(s) was/were too long	Yes	No
l3. Didn’t believe respondent data was kept confidential	Yes	No
l4. Other – <i>specify</i>	Yes	No

Q8 option M: Replace “WORKLOAD/ASSIGNMENTS” with
New option M. TRAINING

m1. Initial training was overwhelming	Yes	No
m2. Training did not prepare me for the job	Yes	No
m3. Not enough refresher training	Yes	No
m4. Too many different training materials	Yes	No
m5. Other – <i>specify</i>	Yes	No

Q8 option N: Replace “PERSONAL” with
New option N. WORKLOAD/ASSIGNMENTS

N1. Workload was too light	Yes	No
N2. Workload was too heavy	Yes	No
N3. Locations were too dispersed	Yes	No
N4. Did not like working on multiple surveys	Yes	No
N5. Other – <i>specify</i>	Yes	No

Q8 option O: Delete “TRAINING”

Q8 option P: Delete “SECURITY AND CONFIDENTIALTY”

Page 4

Delete Question 9

(Old Q10a/10b) new Q9a/9b: Change instructions in box to read: *Ask question 9a and question 9b only if question 8E(e1) was answered “Yes.”*

Add instructions for Q10a: *Ask question 10a only if question 8I (option i1) was answered “Yes.”*

New Q10a: **You reported that the realignment made it more difficult for you to do your job. Please tell me how the realignment made your job more difficult.** *(Do not read the list. Mark “yes” or “no” for each reason that best describes the response given by the FR. When the response is too broad/general, probe to clarify and/or explain so you can check the appropriate box.)*

- | | | |
|--|-----|----|
| 1. It took too long to get respondent letters/materials and supplies | Yes | No |
| 2. It took too long to get answers to questions | Yes | No |
| 3. When the FS was not available, I had to wait to get help | Yes | No |
| 4. The new RO changed the performance measures/standards | Yes | No |
| 5. The new RO changed the survey response/production rates | Yes | No |
| 6. Other – specify | Yes | No |

Add instructions for Q10b: *Ask question 10b only if question 8I (option i4) was answered “Yes.”*

New Q10b: **“You reported that your Field Supervisor’s inability to adequately answer your questions was a reason/the reason why you left your job. What did you ask your FS about that he/she could not adequately answer?”** *(Do not read the list. Mark “yes” or “no” for each reason that best describes the response given by the FR. When the response is too broad/general, probe to clarify and/or explain so you can check the appropriate box.)*

- | | | |
|----------------------------------|-----|--------|
| 1. Your workload | Yes | No |
| 2. Survey concepts or procedures | Yes | No |
| 3. A difficult respondent | Yes | No |
| 4. Respondent letters | Yes | No |
| 5. Problem referrals | Yes | No |
| 6. Automation | Yes | No |
| 7. Payroll | Yes | No |
| 8. Leave | Yes | No |
| 9. Safety issues | Yes | No |
| 10. Supplies and materials | Yes | No |
| 11. PII and confidentiality | | Yes No |
| 12. Personal matters | Yes | No |
| 13. Other – explain: _____ | Yes | No |

Revise instructions in box for Q11: *Ask question 11 only if question 8L (option l1) was answered “Yes.”*

Q15: Replace question with – “The next set of questions asks about your experiences with your first line supervisor. Although you may have had more than one supervisor, think about the supervisor you had during the last six months you were working for the Census Bureau. In general, would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with...” *(Please read each item. Circle one response for each item.)*

Page 5

Q18 renumber as Q18a: Question should read “**To what extent did the amount of contact you had with your first line supervisor impact your decision to leave the Census Bureau? Did the amount of contact with your supervisor have a little, a lot, or no impact on your decision to leave?**” (*Mark (X) one box only.*)

Q18 option 1: should read “A little – **go to 18b**”

Q18 option 2: should read “A lot – **go to 18b**”

Q18 option 3: No impact

Add new Q18b: How did the amount of contact you had with your first line supervisor impact (either a little or a lot) your decision to leave? (*Please explain below.*)

Question 19: Change “For each task, please tell if the training...” to read “For each task, please tell *me* if the training you received...”

Add four new tasks to Q19 each with response choices:

1= Outstanding

2 = Very Good

3 = Good

4 = Fair

5 = Poor

Add Q19 option l: Using ALMI (Address Listing and Mapping Instrument)

Add Q19 option m: Resolving address and listing problems

Add Q19 option n: Using CHI (Contact History Instrument)

Add Q19 option o: Using GPS (Global Positioning System)

Page 6

Q20 option f: Change” My immediate supervisor...” to read “My **first line** supervisor...”

Q21b: Replace “Is your current job as an interviewer?” with “**Are you currently working as an interviewer?**”

Q21c: Replace “Is this job a part-time or full-time job?” with “Is **your current** job a part-time or full-time job?”

Q22 option 2: replace “No” with “No – **explain**”