FORM **BC-1294**
(9-14-2009)

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

CENSUS
FIELD REPRESENTATIVE (FR)
EXIT QUESTIONNAIRE

A. Field Representative Information

1. RO

2. FR Code

3. FR Name

4. Telephone Number(s)

5. Effective Date of Separation

6. Reason for Separation *(See Section F)*

B. Record of Contact

Date/Time of Contact (1)			Interviewer (2)	Result of Contact *(See Section C)* (3)	Interview Type *(See Section D)* (4)	Comments (5)
Date	Start Time	Stop Time				

C. Result of Contact – *Use to fill in column 3 above.*

1 = Ring, no answer
2 = Line was busy
3 = Number was a FAX line
4 = Telephone disconnected
5 = Left message on answering machine/ voicemail
6 = Spoke with someone other than respondent
  a = left message for respondent
  b = respondent not accepting calls

7 = Spoke with respondent
  a = conducted interview
  b = he/she will call back
  c = asked to call back on different phone number
  d = respondent refused interview

8 = Other – *Specify*

_____

_____

D. Interview type – *Use to fill in Column 4 above.*

1 = Completed interview
2 = Partial/Incomplete Interview
3 = Non-Interview, Refusal
4 = Non-Interview, Other

E. If *final interview type is Non-interview, Other* – *please explain reason for noninterview.*

_____

_____

_____

F. Reason for Separation – *Use to fill item A6 above.*

1 = Resignation
2 = Lack of work
3 = Term Expired
4 = Unsatisfactory Performance
5 = Misconduct
6 = Retired
7 = Other

Script for Answering Machines/Nonrespondent: Hello, I'm [Your name] from the U.S. Census Bureau in Washington, D.C. I'm calling to talk to [field representative's first and last name] to ask a few questions about employment with the Census Bureau. Please call me back at the following toll free number: 1–877–560–7370. Thank you. I look forward to hearing from you.

U S C E N S U S B U R E A U

[*Telephone introduction*]: Hello, I would like to speak with [*FR's first and last name*]. Hello, I'm_____ from the U.S. Census Bureau in Washington, D.C. We are concerned with the job satisfaction among our Field Representatives so we are interviewing a sample of FRs who have recently left the Census Bureau. I would like to ask you a few questions about why you quit working for the Census Bureau. This information is being collected to determine the reasons for turnover among Field Representatives, and will be used to develop effective policies and procedures designed to retain Field Representatives and reduce turnover. Routine uses of this information will be in accordance with the System of Records Notice that applies to this collection of information. The information will be protected from disclosure under the Freedom of Information Act (5 U.S.C. section 552) and the Privacy Act (5 U.S.C. section 552a) to the extent provided by law. This survey is voluntary and will only take about seven minutes. The OMB control number, 0607-0404 expires on 02/29/2012. The Census Bureau may not conduct or sponsor, and a person is not required to respond to, the information collection unless it displays a currently valid OMB control number.

Section 1 – BACKGROUND

1. How long did you work for the Census Bureau? *(Mark (X) one box only.)*

- 1 ☐ Less than 3 months
- 2 ☐ 3 months to less than 6 months
- 3 ☐ 6 months to less than one year
- 4 ☐ One year to less than 3 years
- 5 ☐ 3 years to less than 6 years
- 6 ☐ 6 years to less than 10 years
- 7 ☐ 10 years or more
- 8 ☐ Quit during or right after training

2. What was it about this job that appealed to you and made you apply initially? *(Mark (X) all that apply.)*

- 1 ☐ Like interacting with people/like that job involves working with and talking to people
- 2 ☐ Like that job allow you to work in own community
- 3 ☐ Like setting own hours
- 4 ☐ Like flexibility of job
- 5 ☐ Like that job allows you to work independently
- 6 ☐ Like pay scale
- 7 ☐ Like that job is not an office job
- 8 ☐ Wanted to work for government
- 9 ☐ Nothing in particular, just needed a job
- 10 ☐ Other – *Specify* _____

3a. Did you participate in a pre-training observation of actual interviewing before going to initial training? *(Mark (X) one box only.)*

- 1 ☐ Yes – *Go to 3b.*
- 2 ☐ No – *Go to 4a*
- 3 ☐ Don't know/Don't remember – *Go to 4a*

b. Did participation in the pre-training observation help provide you with a more realistic understanding of the demands of the job? *(Mark (X) one box only.)*

- 1 ☐ Yes
- 2 ☐ No

4a. Did the job meet your expectations? *Mark (X) one box only.*

- 1 ☐ Yes – *Go to 5.*
- 2 ☐ No – *Go to 4b below.*

b. What expectations didn't it meet?

_____

5. [In the last five years,] on what surveys did you work? Please answer "Yes or "No" after I read each survey name. *(Note if the respondent quit right after or during training, ask which survey he/she was being trained on when he/she decided to quit.) (Mark (X) one box for each item.)*

	Yes	No
a. ACS – HU (American Community Survey – Housing Units)	1 ☐	2 ☐
b. ACS – GQ (American Community Survey – Group Quarters)	1 ☐	2 ☐
c. AHS (American Housing Survey)	1 ☐	2 ☐
d. CE (Consumer Expenditure Survey)	1 ☐	2 ☐
e. CPS (Current Population Survey)	1 ☐	2 ☐
f. NCVS (National Crime and Victimization Survey)	1 ☐	2 ☐
g. NHIS (National Health Interview Survey)	1 ☐	2 ☐
h. SIPP (Survey of Income and Program Participation)	1 ☐	2 ☐
i. SOC (Survey of Construction)	1 ☐	2 ☐
j. Other – *Specify* _____	1 ☐	2 ☐

6. On average how many hours did you work per month on all surveys? *(Enter a whole number.)*

_____ Hours

7. How many hours would you have liked to work per month on all surveys? *(Enter a whole number.)*

_____ Hours

8. What was/were the reason(s) you left your job? *(Do not read the list below. Mark "Yes or "No" for each reason that best describes the response given by the FR. When reasons provided by the FR are too broad/general, probe to clarify and or explain the reasons so you may check the appropriate box.)*

	Yes	No
A. AUTOMATION: HARDWARE PROBLEMS		
a1. Computer too slow	1 ☐	2 ☐
a2. Computer too heavy	1 ☐	2 ☐
a3. Poor battery life	1 ☐	2 ☐
a4. Carrying extra computer attachments	1 ☐	2 ☐
a5. Other – *Specify_____*	1 ☐	2 ☐
B. AUTOMATION: SOFTWARE PROBLEMS		
b1. Unable to correct known errors	1 ☐	2 ☐
b2. Inability to review completed cases	1 ☐	2 ☐
b3. Keeping track of multiple passwords	1 ☐	2 ☐
b4. Encryption software creating problems	1 ☐	2 ☐
b5. Other – *Specify_____*	1 ☐	2 ☐
C. BENEFITS: INADEQUATE		
c1. Health	1 ☐	2 ☐
c2. Life	1 ☐	2 ☐
c3. Retirement	1 ☐	2 ☐
c4. Annual/Sick leave	1 ☐	2 ☐
D. BENEFITS: COST TOO MUCH		
d1. Health	1 ☐	2 ☐
d2. Life	1 ☐	2 ☐
d3. Retirement	1 ☐	2 ☐
E. BENEFITS: CRITERIA FOR QUALIFYING		
e1. Takes too long to qualify	1 ☐	2 ☐
e2. Unreasonable criteria to qualify	1 ☐	2 ☐
F. HOURS		
f1. Wanted full-time job	1 ☐	2 ☐
f2. Disliked night work	1 ☐	2 ☐
f3. Disliked weekend work	1 ☐	2 ☐
f4. Disliked working holidays	1 ☐	2 ☐
f5. Wanted fewer hours	1 ☐	2 ☐
f6. Wanted more hours, but less than full-time	1 ☐	2 ☐
G. NATURE OF THE JOB		
g1. Disliked working in unsafe neighborhoods	1 ☐	2 ☐
g2. Wanted job with advancement	1 ☐	2 ☐
g3. Disliked traveling	1 ☐	2 ☐
g4. Disliked working alone	1 ☐	2 ☐
g5. Disliked telephone interviewing	1 ☐	2 ☐
g6. Disliked personal visit interviewing	1 ☐	2 ☐
g7. Difficulty using laptop	1 ☐	2 ☐
g8. Concerns of computer theft	1 ☐	2 ☐
H. PAY		
h1. Insufficient hourly pay	1 ☐	2 ☐
h2. Insufficient gross pay	1 ☐	2 ☐
h3. Supervisor wouldn't approve overtime	1 ☐	2 ☐
h4. Insufficient reimbursement for miles and expenses	1 ☐	2 ☐

8. Continued

	Yes	No
I. PERFORMANCE		
i1. Too much pressure to improve production rates	1 ☐	2 ☐
i2. Too much pressure to improve transmittal rates	1 ☐	2 ☐
i3. Too much pressure to improve response rates	1 ☐	2 ☐
i4. Too difficult to meet deadlines	1 ☐	2 ☐
i5. Unfair appraisal	1 ☐	2 ☐
i6. Did not like changes in the performance appraisal process	1 ☐	2 ☐
i7. Not enough annual observations	1 ☐	2 ☐
J. PROBLEMS WITH RESPONDENTS		
j1. Disliked interacting with hostile/unfriendly respondents	1 ☐	2 ☐
j2. Difficulty finding someone home to interview	1 ☐	2 ☐
j3. Disliked trying to convince people to participate	1 ☐	2 ☐
K. SUPERVISORS/OFFICE STAFF		
k1. Too demanding	1 ☐	2 ☐
k2. Rude	1 ☐	2 ☐
k3. Did not provide support needed	1 ☐	2 ☐
k4. Disliked working for multiple supervisors	1 ☐	2 ☐
k5. Disliked way was talked to/treated by supervisor	1 ☐	2 ☐
k6. Discrimination		
k7. Other – *Specify_____*	1 ☐	2 ☐
L. SURVEY/SURVEY QUESTIONS		
L1. Disliked asking personal/sensitive questions	1 ☐	2 ☐
L2. Thought survey was too long	1 ☐	2 ☐
L3. Didn't believe respondent data was kept confidential	1 ☐	2 ☐
L4. Other – *Specify_____*	1 ☐	2 ☐
M. WORKLOAD/ASSIGNMENTS		
m1. Locations were too dispersed	1 ☐	2 ☐
m2. Workload too heavy	1 ☐	2 ☐
m3. Workload too light	1 ☐	2 ☐
m4. Workload too inconsistent	1 ☐	2 ☐
m5. Did not like working on multiple surveys	1 ☐	2 ☐
N. PERSONAL		
n1. Retired	1 ☐	2 ☐
n2. Health	1 ☐	2 ☐
n3. Moved	1 ☐	2 ☐
n4. To go back to school	1 ☐	2 ☐
n5. Lack of transportation	1 ☐	2 ☐
n6. Job conflicted with other family and/or personal obligations	1 ☐	2 ☐
n7. Job conflicted with other employment and/or school schedules	1 ☐	2 ☐
O. TRAINING		
o1. Initial training overwhelming	1 ☐	2 ☐
o2. Initial training inadequate	1 ☐	2 ☐
o3. Too many different training materials	1 ☐	2 ☐
o4. Not enough refresher training	1 ☐	2 ☐
o5. Not enough on-the-job training opportunities	1 ☐	2 ☐
o6. Other – *Specify_____*	1 ☐	2 ☐
P. SECURITY AND CONFIDENTIALITY		
p1. Difficulty following new data security procedures	1 ☐	2 ☐
p2. Increased pressure to safeguard the laptop	1 ☐	2 ☐
p3. Increased pressure to protect Personal Identifiable Information (P**II**) and Title 13 data (e.g., not able to keep case notes on paper)	1 ☐	2 ☐

Ask question 9 only if any box in 8c was answered "Yes".

9. **Why do you feel the benefits were inadequate?** *(Mark (X) one box for each item.)*

	Yes	No
1. Not enough leave earned	1 ☐	2 ☐
2. Not enough coverage provided	1 ☐	2 ☐
3. Payout inadequate	1 ☐	2 ☐
4. Other – *Specify* _____	1 ☐	2 ☐
5. Other – *Specify* _____	1 ☐	2 ☐

Ask question 10a and question 10b only if either question 8h1 or question 8h2 was answered "Yes".

10a. **Would an increase in pay per hour have caused you to continue working for Census?** *(Mark (X) one box.)*

1 ☐ Yes
2 ☐ No – *Go to 11*

b. **What increase in pay per hour would have been enough for you to continue working for Census? Please answer yes or no after I read each item.**
(Mark (X) one box for each item.)

	Yes	No
1. Less than one dollar	1 ☐	2 ☐
2. Between one and two dollars	1 ☐	2 ☐
3. Between two and three dollars	1 ☐	2 ☐
4. Between three and four dollars	1 ☐	2 ☐
5. More than four dollars	1 ☐	2 ☐

Ask question 11 only if question 8L1 was answered "Yes".

11. **You reported that asking sensitive or personal questions was one of the reasons you left your job. Which questions did you feel uncomfortable asking the respondent? Please answer "Yes" or "No" after I read each one.** *Mark (X) one box for each item.)*

	Yes	No
1. Income	1 ☐	2 ☐
2. Drugs and alcohol	1 ☐	2 ☐
3. Health	1 ☐	2 ☐
4. Race/ethnicity	1 ☐	2 ☐
5. Other – *Specify* _____	1 ☐	2 ☐

12a. **In addition to the reasons already given, were there any other aspects of the field representative's position that you really disliked which contributed to your decision to leave the Census Bureau?** *(Mark (X) one box.)*

1 ☐ Yes
2 ☐ No – *Go to 13a*

b. **What were they?** *(Enter letter/number of additional reasons using the letters/numbers from the question 8 series.)*

_____ _____ _____ _____

13a. *Ask question 13a only if more than one reason was checked in question 8.* **Of the reasons you gave for leaving your job, what was the most important reason? If you like, I can read the reasons you gave back to you.** *(Enter reason letter/number as appropriate from question 8 on the line below.)*

_____ Most important

b. *Ask question 13b only if more than two (2) reasons were checked in question 8.* **What was the second most important reason? If you like, I can read the reasons you gave back to you.** *(Enter reason letter/number as appropriate from question 8 on the line below.)*

_____ Second most important reason

Section 3 – GENERAL ATTITUDE TOWARDS JOB

14. **What did you like best about the job?**

_____

_____

15. **The next set of questions ask about your first line supervisor. In some cases it may have been a regional office supervisor; in others a senior field representative. Although you may have had more than one supervisor (either regional office supervisor or SFR) and your satisfaction may have varied for different supervisors, in general, would you say that you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with . . .** *(Please read each item. Circle one response for each item.)*

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
a. The availability of your supervisor	1	2	3	4
b. Your supervisor's ability to help you solve work-related problems	1	2	3	4
c. Communication between you and your supervisor	1	2	3	4
d. Monitoring of your performance by your supervisor	1	2	3	4
e. Your supervisor's knowledge of survey concepts	1	2	3	4
f. Your supervisor's knowledge of interviewing techniques	1	2	3	4
g. Your supervisor's knowledge of the laptop computer	1	2	3	4

16. How often did you have contact, either by phone or in person, with your SFR? For each item I read, please tell me whether your contact with your SFR was daily, several times a week, once a week, less than once a week or never. *(Please read each item. Circle one response for each item.)*

	DAILY	SEVERAL TIMES A WEEK	ONCE A WEEK	LESS THAN ONCE A WEEK	NEVER
1. Prior to going to classroom training	1	2	3	4	5
2. During classroom training	1	2	3	4	5
3. Following classroom training, but before completing your 1st assignment	1	2	3	4	5
4. During your first month's assignment	1	2	3	4	5
5. During your second and third month's assignment	1	2	3	4	5

17. Overall, did you think your contact with your SFR was too much, too little, or just right? *(Mark (X) one box only.)*

1 ☐ Too much
2 ☐ Too little
3 ☐ Just right

18. To what extent did the amount of contact you had with your SFR have an impact on your decision to leave the Bureau. Did the amount of contact you had with your SFR have a little, a lot or no impact on your decision to leave? *(Mark (X) one box only.)*

1 ☐ A little
2 ☐ A lot
3 ☐ No impact

19. Next I'm going to read you a list of field representative tasks. For each task I read, please tell if the training you received to help you perform the task was outstanding, very good, good, fair or poor. *(Circle one response for each item.)*

	OUTSTANDING	VERY GOOD	GOOD	FAIR	POOR
a. Introducing and explaining the purpose of the survey	1	2	3	4	5
b. Answering respondents' questions	1	2	3	4	5
c. Selling the survey	1	2	3	4	5
d. Getting respondents to cooperate	1	2	3	4	5
e. Completing a survey for an occupied unit	1	2	3	4	5
f. Determining when to take a proxy	1	2	3	4	5
g. Dealing with vacant and out of scope units	1	2	3	4	5
h. Converting a refusal	1	2	3	4	5
i. Probing for accurate answers	1	2	3	4	5
j. Completing a payroll	1	2	3	4	5
k. Using the laptop	1	2	3	4	5

20. [*Read these instructions to the FR*]: **Lastly we would also like to get your overall opinion of the job you had with the Census Bureau, your pay, your supervisor and the Bureau in general. I will read a statement and afterwards I want you to tell me to what extent you agree or disagree with the statement. There are five possible responses: Strongly Agree, Agree, Disagree, Strongly Disagree. If the statement does not apply to you, you can respond by saying not applicable. Now I'm going to read you the list of statements. For each statement, tell me if you strongly agree, agree, disagree, strongly disagree, or if it is not applicable.** *(Please read each item. Circle one response for each item.)*

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	N.A.
a. My job was adequately described before I began work.	1	2	3	4	5
b. The initial training I received adequately prepared me on the concepts and procedures of the survey I worked.	1	2	3	4	5
c. My initial training adequately prepared me to do my job using a computer.	1	2	3	4	5
d. The refresher training I received adequately reinforced the concepts and procedures of the survey(s) I worked.	1	2	3	4	5
e. My pay was adequate for the type of work I did	1	2	3	4	5
f. My immediate supervisor usually let me know when I did a good job.	1	2	3	4	5
g. I usually felt safe in the areas that I worked	1	2	3	4	5
h. I was given adequate opportunity to share my experiences with and learn from peers and fellow interviewers.	1	2	3	4	5

21a. Are you currently working? *(Mark (X) one box only.)*

1 ☐ Yes – *Go to 21b.*
2 ☐ No – *Go to 22.*

b. Is your current job as an interviewer?
(Mark (X) one box only.)

1 ☐ Yes
2 ☐ No

c. Is this job a part-time or full-time job? *(Mark (X) one box only.)*

1 ☐ full-time (more than 32 hours per week)
2 ☐ part-time (32 or fewer hours per week)

22. Would you work for the Census Bureau again?
(Mark (X) one box only.)

1 ☐ Yes
2 ☐ No
3 ☐ Depends/Maybe – *Explain* _____

Read the following to the FR . . .

As I said at the beginning of this interview, we estimated that this interview would take about seven minutes. Send comments regarding the burden or any other aspect of this collection of information, including suggestions for reducing this burden to the:

**Paperwork Project 0607-0404
U.S. Census Bureau
4600 Silver Hill Rd., Room 3K138
Washington, DC 20233**

You may e-mail comments to

**Paperwork@census.gov; use
"Paperwork Project 0607-0404" as the subject**

Thank you very much for your time.

NOTE TO INTERVIEWER:

Remember to specify on the front cover, whether this was a complete interview.

Notes

_____
_____
_____
_____
_____
_____
_____