FORM **BC-1294** (11-20-2012)   OMB No. 0607-0404: Approval Expires 08/31/2015

United States™
Census
Bureau

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/ Voice Mail
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 = Complete 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 your 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.

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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 – *Go to 3*
- 7 ☐ 10 years or more – *Go to 3*
- 8 ☐ Quit during or right after training

2. 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.)*

- 1 ☐ Yes
- 2 ☐ No – *Explain* _____

3. 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 allows you to work in your 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*_____

4a. 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 4b.*
- 2 ☐ No – *Go to 5a*
- 3 ☐ Don't know/Don't remember – *Go to 5a*

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

5a. Did the job meet your expectations? *Mark (X) one box only.*

- 1 ☐ Yes – *Go to 6.*
- 2 ☐ No – *Go to 5b*

b. Which expectations were not met?

_____

_____

6. [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)	1 ☐	2 ☐
e. CPS (Current Population Survey)	1 ☐	2 ☐
f. NAMCS (National Ambulatory Medical Care Survey)	1 ☐	2 ☐
g. NCVS (National Crime and Victimization Survey)	1 ☐	2 ☐
h. NHAMCS (National Hospital Ambulatory Medical Care Survey)	1 ☐	2 ☐
i. NHIS (National Health Interview Survey)	1 ☐	2 ☐
j. SIPP (Survey of Income and Program Participation)	1 ☐	2 ☐
k. SOC (Survey of Construction)	1 ☐	2 ☐
l. Other – *Specify* _____	1 ☐	2 ☐

7a. On average how many hours did you work per month on all surveys? *(Enter a whole number.)*

_____ Hours

b. 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 lists below. Mark "Yes or "No" for each reason that best describes the response given by the former FR. When reasons are too broad and/or vague, probe to clarify and/or explain the reason so you can check the appropriate box.)*

Yes   No

A. AUTOMATION
a1. Hardware problems – *Specify*   1☐ 2☐
a2. Software problems – *Specify*   1☐ 2☐
a3. Did not like using laptops   1☐ 2☐
a4. Other – *Specify*_____   1☐ 2☐

B. BENEFITS (Health, Life, Retirement, Leave)
b1. Not enough coverage provided   1☐ 2☐
b2. Cost too much   1☐ 2☐
b3. Unreasonable criteria to qualify/takes too long to qualify   1☐ 2☐
b4. Other – *Specify*_____   1☐ 2☐

C. HOURS
c1. Wanted more hours   1☐ 2☐
c2. Wanted less hours   1☐ 2☐
c3. Wanted a full time job   1☐ 2☐
c4. Disliked working nights, weekends, holidays   1☐ 2☐
c5. Other – *Specify*_____   1☐ 2☐

D. NATURE OF THE JOB
d1. Worked in unsafe neighborhoods   1☐ 2☐
d2. Disliked working alone   1☐ 2☐
d3. No chance for advancement   1☐ 2☐
d4. Disliked interviewing (personal visit & telephone)   1☐ 2☐
d5. Disliked traveling   1☐ 2☐
d6. Other – *Specify*_____   1☐ 2☐

E. PAY
e1. Pay per hour was too low – *go to 9a*   1☐ 2☐
e2. Supervisor would not approve overtime   1☐ 2☐
e3. Mileage and expense reimbursement was insufficient   1☐ 2☐
e4. Other – *Specify*_____   1☐ 2☐

F. PERFORMANCE
f1. Too much pressure to improve response rates   1☐ 2☐
f2. Too much pressure to improve production rates   1☐ 2☐
f3. Too difficult to meet deadlines   1☐ 2☐
f4. Too much pressure to improve quality   1☐ 2☐
f5. Unfair appraisal   1☐ 2☐
f6. Other – *Specify*_____   1☐ 2☐

G. PERSONAL
g1. Health problems (personal and/or family)   1☐ 2☐
g2. Conflicted with other personal/family obligations   1☐ 2☐
g3. Got new job/conflicted with other employment   1☐ 2☐
g4. Went back to school/conflicted with school schedule   1☐ 2☐
g5. Lack of Transportation   1☐ 2☐
g6. Other – *Specify*_____   1☐ 2☐

8. Continued

Yes   No

H. RESPONDENTS
h1. Disliked interacting with hostile and/or unfriendly people   1☐ 2☐
h2. Disliked trying to convince people to participate   1☐ 2☐
h3. Difficult to find someone at home to interview   1☐ 2☐
h4. Other – *Specify*_____   1☐ 2☐

I. RO REALIGNMENT
i1. New structure made my job more difficult to do – *Go to 10a*   1☐ 2☐
i2. New supervisor (FS/FL) was too demanding/difficult to work for   1☐ 2☐
i3. FS/FL did not have enough time for me/my questions   1☐ 2☐
i4. FS/FL could not adequately answer my questions – *Go to 10b*   1☐ 2☐
i5. FS/FL increased/decreased my workload   1☐ 2☐
i6. FS/FL gave me new/different surveys to work on   1☐ 2☐
i7. FS/FL was too involved in how I do my work/felt micromanaged   1☐ 2☐
i8. Other – *Specify*_____   1☐ 2☐

J. SECURITY
j1. Data security procedures were too burdensome   1☐ 2☐
j2. Increased pressure to safeguard laptop   1☐ 2☐
j3. Increased pressure to protect PII and Title 13 Data   1☐ 2☐
j4. Other – *Specify*_____   1☐ 2☐

K. SUPERVISOR
K1. Did not provide the support needed   1☐ 2☐
k2. Too demanding   1☐ 2☐
k3. Difficult to work with   1☐ 2☐
k4. Other – *Specify*_____   1☐ 2☐

L. SURVEYS/SURVEY QUESTIONS
l1. Disliked asking personal/sensitive questions – *Go to 11*   1☐ 2☐
l2. Thought survey(s) was/were too long   1☐ 2☐
l3. Didn't believe respondent data was kept confidential   1☐ 2☐
l4. Other – *Specify*_____   1☐ 2☐

M. TRAINING
m1. Initial training was overwhelming   1☐ 2☐
m2. Training did not prepare me for the job   1☐ 2☐
m3. Not enough refresher training   1☐ 2☐
m4. Too many different training materials   1☐ 2☐
m5. Other – *Specify*_____   1☐ 2☐

N. WORKLOAD/ASSIGNMENTS
n1. Workload was too light   1☐ 2☐
n2. Workload was too heavy   1☐ 2☐
n3. Locations were too dispersed   1☐ 2☐
n4. Did not like working on multiple surveys   1☐ 2☐
n5. Other – *Specify*_____   1☐ 2☐

Section 2 – REASONS FOR TURNOVER – Continued

Ask question 9a and question 9b only if question (8e1) was answered "Yes".

9a. **Would an increase in pay per hour have caused you to continue working for the Census Bureau?** *(Mark (X) one box.)*

1 ☐ Yes – *Go to 9b*
2 ☐ No

b. **What increase in pay per hour would have been enough for you to continue working for the Census Bureau? 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 10a only if question (8i1) was answered "Yes".

10a. **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.)*

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

Ask question 10b only if question (8i4) was answered "Yes".

b. **You reported that your Field Supervisor's/Field Leader's inability to adequately answer your questions was a reason/the reason why you left your job. What did you ask your FS/FL 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.)*

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

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. Although you may have had more than one supervisor 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 first line supervisor	1	2	3	4
b. Your first line supervisor's ability to help you solve work-related problems	1	2	3	4
c. Communication between you and your first line supervisor	1	2	3	4
d. Monitoring of your performance by your first line supervisor	1	2	3	4
e. Your first line supervisor's knowledge of survey concepts	1	2	3	4
f. Your first line supervisor's knowledge of interviewing techniques	1	2	3	4
g. Your first line 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 first line supervisor? For each item I read, please tell me whether your contact with your first line supervisor 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, do you think your contact with your first line supervisor was too much, too little, or just right? *(Mark (X) one box only.)*

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

18a. 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 you had with your first line supervisor have a little, a lot or no impact on your decision to leave? *(Mark (X) one box only.)*

1 ☐ A little – *Go to 18b*
2 ☐ A lot – *Go to 18b*
3 ☐ No impact – *Go to 19*

b. 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 specify.*

_____

_____

19. Next I'm going to read you a list of field representative tasks. For each task I read, please tell me 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
l. Using ALMI (Address Listing and Mapping Instrument)	1	2	3	4	5
m. Resolving address and listing problems	1	2	3	4	5
n. Using CHI (Contact History Instrument)	1	2	3	4	5
o. Using GPS (Global Positioning System)	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 training, your pay and your first line supervisor. 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, and 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 first line 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. Are you currently working as an interviewer?
(Mark (X) one box only.)

1 ☐ Yes
2 ☐ No

c. Is your current job part-time or full-time? *(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 – *Explain* _____
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
_____
_____
_____
_____
_____
_____
_____
_____