

# The BLS Current Employment Statistics Program (CES) Customer

## Purpose of Survey

We would like to hear your opinions about statistical products provided by the Current Employment Statistics (CES) survey, also known as the Payroll Survey or the Establishment Survey.

Your participation in this survey will help us improve the statistics we provide.

For ease of responding, most of the survey questions have been designed to allow you to simply check a box, but you are free to skip any question you don't want to answer, and you will have the opportunity to give us more detailed, written comments about any subject.

Your participation in this survey is voluntary. We estimate that it will take you 15 minutes to complete this survey. We are collecting this information under OMB Number 1225-0059. Without this currently-approved number, we could not conduct this survey. (Expiration: January 31, 2016).

We appreciate your time and help. Thank you!

Click **Next** below to begin.

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. Since the BLS cannot guarantee the protection of survey responses, we advise against including any sensitive or personal information.

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## 1. Which BLS Current Employment Statistics (CES) data have you used? (Check all that apply)

- Employment (All Employees)
- Production and Nonsupervisory Employees
- Women Employees
- Average Hourly or Weekly Earnings
- Average Weekly Hours
- Indexes of Aggregate Weekly Hours or Payrolls
- Diffusion Indexes
- I have not used BLS CES data.
- Other (please specify)

## Level of Detail and Publications Used

### 2. Which level of industry detail do you use for CES data? (Check all that apply)

- Major sectors** (total nonfarm, private, government, goods-producing, service-providing)
- Industry sectors** (for example, mining, construction, manufacturing, wholesale trade, retail trade, transportation and warehousing, information, financial activities, professional and business services, education and health services, leisure and hospitality, other services, and government)
- Detailed industries within industry sectors** (for example, motor vehicles and parts, temporary help services, health care, and food services and drinking places)
- Other (please specify)

### 3. Which level of geographic detail do you use for CES data? (Check all that apply)

- National
- Statewide
- Metropolitan Statistical Area (for example, Los Angeles-Long Beach-Santa Ana, Miami-Fort Lauderdale-Pompano Beach, and New York-Northern New Jersey-Long Island)
- Metropolitan Division (for example Los Angeles-Long Beach-Glendale, Miami-Miami Beach-Kendall, and New York-White Plains-Wayne)
- Other (please specify)

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## 4. Which CES publications or files do you use? (Check all that apply)

- News releases (Employment Situation, Real Earnings, Regional and State Employment and Unemployment, and Metropolitan Area Employment and Unemployment)
- Tables and charts (including online tables, analytical tables, etc.)
- BLS databases
- BLS text/flat data files
- Technical notes
- Special notices
- CES Highlights
- Strike Report
- Monthly Labor Review articles
- Frequently Asked Questions
- Other (please specify)

## Uses of Data

## 5. How do you use BLS CES data? (Check all that apply)

- Short- and long-term forecasts
- Business cycle analysis
- Financial markets modeling and forecasting
- Economic policy analysis and planning
- Revenue forecasting
- News reporting
- Economic research
- Educational uses
- Business location planning
- Contract escalation
- Personal interest
- Other (please specify)

## Accessing BLS CES Data

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## 6. How have you obtained BLS CES data? (Check all that apply)

- BLS website
- Email or phone request to BLS staff
- Private data supplier/re-packager
- News media
- Social media
- State Labor Market Information website(s)
- Other (please specify)

## Frequency of Access

## 7. How often have you accessed CES data from the BLS website in the past 12 months?

- I haven't accessed CES data from the BLS website in the past 12 months
- 1-5 times
- 6-12 times
- More than 12 times

## 8. How would you prefer to be notified when BLS releases CES data and publications? (Check all that apply)

- I do not want, or need, to be notified
- BLS News Service emails
- BLS online calendar for news releases
- RSS feeds
- Twitter
- Facebook (not currently available)
- Other (please specify)

## Analysis of BLS CES Data

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## 9. How useful are each of the following measures to you when you analyze CES data?

	Very useful	Somewhat useful	A little useful	Not at all useful	Not sure what this is
Over the <b>month</b> change in <b>level</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the <b>month percent change</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the <b>year</b> change in <b>level</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the <b>year percent change</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Current level</b> (e.g. of employment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

## Satisfaction with Revisions to CES Data

To reflect the receipt of additional sample data and other information, CES revises each month of data several times.

Initial monthly statistics are published before all the reports have been sent in by participating businesses, but provide a preliminary picture of employment.

When all reports have been received, a revised or updated set of statistics is published. Additional revisions are made to adjust the data for seasonal variations, and for the annual benchmark process, which ties the survey results to the Quarterly Census of Employment and Wages.

## 10. Do you think the process of revising the data improves or lowers its quality?

- Improves quality [u](#)
- Has no effect on quality [u](#)
- Lowers quality [u](#)
- Don't know [u](#)

## Quality Is Improved

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## 11. How much do revisions improve the quality of the CES data?

- A little
- Somewhat
- A great deal
- Don't know
- None

## Quality Is Lowered

## 12. How much do revisions lower the quality of the CES data?

- A little
- Somewhat
- A great deal
- Don't know
- None

## Knowledge of CES Data

## 13. How would you rate your knowledge of the revisions made to CES data?

- Very knowledgeable
- Somewhat knowledgeable
- A little knowledgeable
- Not at all knowledgeable

## Questions about the Revision Process

**The next few questions ask if you agree or disagree with specific steps BLS takes when revising CES data.**

**14. The number of revisions to data that are not seasonally adjusted is an acceptable and appropriate amount.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**15. The number of revisions to seasonally adjusted data is an acceptable and appropriate amount.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**16. More revisions to seasonally adjusted data; i.e., revising more than 2 months of seasonally adjusted data each month using updated seasonal factors, would be helpful for my analyses.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**17. Fewer revisions to the seasonally adjusted data; i.e., revising less than 2 months of seasonally adjusted data each month using updated seasonal factors, would be helpful for my analyses.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**18. Revisions of any kind are problematic for my analyses.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**19. How useful would it be to you to have access to some, or all, earlier versions of historical CES data as originally published, in addition to the currently available revised data?**

- Very useful
- Somewhat useful
- A little useful
- Not at all useful
- No opinion/Not sure

**20. What can we do to better meet your needs in the area of revisions to data?**

- No Suggestions

Please enter any suggestions in the space below



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## Satisfaction with Accessing and Using Data

**21. Based on your experience using BLS CES data and publications, please indicate how strongly you agree or disagree with each of the following statements.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to decide
Data are available for the industry or sector I require	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are available for the geographic area I require	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are easy to download	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are in the file format I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data release schedules are easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Satisfaction with Articles and Research Summaries

**22. Please indicate how strongly you agree or disagree with each of the following statements about BLS articles and research summaries that describe industry employment.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to decide
Articles and research summaries are available on topics that interest me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Articles and research summaries are easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Satisfaction with News Releases

**23. Please indicate how strongly you agree or disagree with each of the following statements about BLS news releases that describe industry employment.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to decide
News releases provide useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
News releases are easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Satisfaction with Documentation

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## 24. Please indicate how strongly you agree or disagree with each of the following statements about BLS documentation for the CES survey.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to decide
Documentation explaining Industry employment concepts, sources, and methods is easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survey concepts, sources, and methods are explained in a way that I understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Does Not Use BLS CES Data and Publications

### 25. Why don't you currently use BLS CES data? (Check all that apply)

- I was unaware of the data
- Data have no application to my work
- Data are not available for the industry or sector I require
- Revisions to data are problematic for my work
- Data are not explained and/or presented clearly enough
- Data are difficult to locate/BLS CES-related web pages are difficult to navigate
- Data are not in the file format I need
- Other (please specify)

### 26. What can we do that would enable you to use CES data?

- No Suggestions

Please enter your suggestions in the space below

## Customer Service

### 27. Have you ever contacted BLS staff for help with CES data?

- Yes
- No

## Quality of Service

## 28. How have you contacted BLS staff about CES data? (Check all that apply)

- Website ("Contact us" link)
- Direct email
- Telephone call
- Other (please specify)

## 29. Did you receive a timely reply?

- Yes
- No

## 30. How satisfied were you with the reply?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

## 31. Do you have any additional comments, positive or negative, regarding your interaction with BLS staff about CES data?

- No additional comments

Please enter your comments in the space below

## Additional Economic Data Series Used

## 32. Do you use other sources of industry employment data?

- Yes, please list the source(s) in the space below
- No

What other sources of industry employment data do you use?

## Respondent Affiliation

## 33. Which category below best describes the organization at which you work or study?

- University
- Research organization
- Financial institution
- News media
- U.S. Government
- State Government
- Local Government
- Chamber of Commerce
- Non-U.S. Government, or international organization
- Industry or trade association
- Labor union
- Data supplier/re-packager
- Internet blog
- Private citizen
- Private business, not listed above
- Other (please specify)

## Concluding Comments and Thank You

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**34. We appreciate any additional comments or feedback you may have about BLS CES data.**

**Thank you for taking the time to complete this survey. We appreciate your input.**

**Your survey will be submitted when you click the *Done* button below.**