

## Appendix B – Survey Interaction Excerpts

### Interview 1 (Alex / Unemployed, looking for work / Atypical Context)

You are interviewing Alex for the General Social Research Survey.

You start with the standard introduction:

"Hi Alex, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Alex, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Alex says:*

"Yeah yeah. I know the drill. I'm not looking forward to those questions on unemployment this time though since I lost my job..."

*The next question is written as:*

"Are you currently doing any work for pay?"

What would you like to say to Alex?

- o "The first question I am supposed to ask you is about employment. We have to ask the same question of everybody – Are you currently doing any work for pay?"
- o "Are you currently doing any work for pay?"
- o "Some people may not work because the economy is still recovering, they are waiting for the right job offer, or other personal reasons – Are you currently doing any work for pay?"
- o "I'm sorry to ask about this, but – Are you currently doing any work for pay?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Alex says:*

"Uh, no. No, I'm not."

*The next question is written as:*

“During the last four weeks, have you been doing anything to look for work?”

What would you like to say to Alex?

- o "During the last four weeks, have you been doing anything to look for work?"
- o “I’m sorry to ask about this again but - During the last four weeks, have you been doing anything to look for work?”
- o "Now they want me to ask you - During the last four weeks, have you been doing anything to look for work?"
- o “Some people may not look for work because business is poor, family obligations, or other personal reasons. During the last four weeks, have you been doing anything to look for work?”

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Alex says:*

"Of course I looked for work. I went to the jobs center three times and I put my resume in at least 12 places."

---- page break ----

That completes Interview 1.

Please wait to begin Interview 2.

---- page break ----

## **Interview 2 (Pat, Unemployed, recent college graduate looking for work, Typical Context)**

You are interviewing Pat for the General Social Research Survey.

You start with the standard introduction:

"Hi Pat, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Pat, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Pat says:*

"Oh, right. Since I just graduated from college with my degree, I'm still looking for a job at the moment..."

*The next question is written as:*

"Are you currently doing any work for pay?"

What would you like to say to Pat?

- "The first question I am supposed to ask you is about employment. We have to ask the same question of everybody - Are you currently doing any work for pay?"
- "Are you currently doing any work for pay?"
- "Some people may not work because the economy is still recovering, they are waiting for the right job offer, or other personal reasons – Are you currently doing any work for pay?"
- "I'm sorry to ask about this, but – Are you currently doing any work for pay?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Pat says:*

"No."

*The next question is written as:*

"During the last four weeks, have you been doing anything to look for work?"

What would you like to say to Pat?

- "During the last four weeks, have you been doing anything to look for work?"
- "I'm sorry to ask about this again but - During the last four weeks, have you been doing anything to look for work?"
- "Now they want me to ask you - During the last four weeks, have you been doing anything to look for work?"
- "Some people may not look for work because business is poor, family obligations, or other personal reasons. During the last four weeks, have you been doing anything to look for work?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Pat says:*

"Yes, I submitted resumes and talked to my school's job counselor."

---- page break ----

That completes Interview 2.

Please wait to begin Interview 3.

### **Interview 3 (Frankie, Discouraged worker, Atypical Context)**

You are interviewing Frankie for the General Social Research Survey.

You start with the standard introduction:

"Hi Frankie, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Frankie, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Frankie says:*

"Oh... I'm so tired of getting questions about my employment. I keep hearing: 'Your resume is excellent but the position requires someone more up-to-date on the newest techniques.' I can't help how old I am!"

*The next question is written as:*

"During the last four weeks, have you been doing anything to look for work?"

What would you like to say to Frankie?

- o "The first question I am supposed to ask you is about employment. We have to ask the same question of everybody. During the last four weeks, have you been doing anything to look for work?"
- o "During the last four weeks, have you been doing anything to look for work?"

- o “Even the most qualified people may not have recently looked for work because the economy is still recovering, they are waiting for the right job offer, or personal reasons. During the last four weeks, have you been doing anything to look for work?”
- o "I'm sorry to ask about this, but – During the last four weeks, have you been doing anything to look for work?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

Frankie says:

“I looked for work for 14 straight weeks and came up with nothing. That’s more than anyone else I know. My friend John looked for only 12 weeks. I won't go through that again. There's no job out there for me.”

*The next question is written as:*

“What is the main reason you were not looking for work during the last 4 weeks?”

What would you like to say to Frankie?

- o “What is the main reason you were not looking for work during the last 4 weeks?”
- o “I'm sorry to ask about this again but - What is the main reason you were not looking for work during the last 4 weeks?”
- o "Now they want me to ask you - What is the main reason you were not looking for work during the last 4 weeks?"
- o “Some people might not look for work because business is poor, family obligations, or other personal reasons. What is the main reason you were not looking for work during the last 4 weeks?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

Frankie says:

"Like I said, there is just no job out there for me. People don’t want to hire someone my age.”

---- page break ----

That completes Interview 3.

Please wait to begin Interview 4.

#### **Interview 4 (Jean, Retired worker, Typical Context)**

You are interviewing Jean for the General Social Research Survey.

You start with the standard introduction:

"Hi Jean, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Jean, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Jean says:*

"Sure, but I just recently retired after over 35 years at my company. I've been looking for a part-time job just for fun, but haven't found anything."

*The next question is written as:*

"During the last four weeks, have you been doing anything to look for work?"

What would you like to say to Jean?

- o "The first question I am supposed to ask you is about employment. We have to ask the same question of everybody. During the last four weeks, have you been doing anything to look for work?"
  - o "During the last four weeks, have you been doing anything to look for work?"
  - o "Even the most qualified people may not have recently looked for work because the economy is still recovering, they are waiting for the right job offer, or personal reasons. During the last four weeks, have you been doing anything to look for work?"
- "I'm sorry to ask about this, but – During the last four weeks, have you been doing anything to look for work?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Jean says:*

"Hm... No I don't think I looked in the past 4 weeks. Like I mentioned, I'm retired now but occasionally look for part-time jobs just for fun and to fill my time."

*The next question is written as:*

"What is the main reason you were not looking for work during the last 4 weeks?"

What would you like to say to Jean?

- o "What is the main reason you were not looking for work during the last 4 weeks?"

- o "I'm sorry to ask about this again but - What is the main reason you were not looking for work during the last 4 weeks?"
- o "Now they want me to ask you - What is the main reason you were not looking for work during the last 4 weeks?"
- o "Some people may not look for work because business is poor, family obligations, or other personal reasons. What is the main reason you were not looking for work during the last 4 weeks?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Jean says:*

"The main reason is because I'm retired I don't really need to work anymore. I've been looking on and off, but not too seriously."

---- page break ----

That completes Interview 4.

Please wait to begin Interview 5.

#### **Interview 5 (Sam, Involuntary Part Time Worker, Atypical Context)**

You are interviewing Sam for the General Social Research Survey.

You start with the standard introduction:

"Hi Sam, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Sam, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Sam says:*

"Ugh - I am so frustrated with my job. My hours recently got cut to part-time and I haven't been able to find another full time job..."

*The next question is written as:*

"Do you want to work a full time workweek of 35 hours or more per week?"

What would you like to say to Sam?

- o "The first question I am supposed to ask you is about working full time. We have to ask the same question of everybody. Do you want to work a full time workweek of 35 hours or more per week?"
- o "Do you want to work a full time workweek of 35 hours or more per week?"
- o "Many qualified workers in the US work part time instead of full time for a variety of reasons. Do you want to work a full time workweek of 35 hours or more per week?"
- o "I'm sorry to ask about this, but – Do you want to work a full time workweek of 35 hours or more per week?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Sam says:*

"I've been trying for weeks, but can't another full-time position. I applied to 6 jobs. I even am applying to jobs as far as 55 miles away from home."

*The next question is written as:*

"What is your main reason for working part time?"

What would you like to say to Sam?

- o "What is your main reason for working part time?"
- o "I'm sorry to ask about this again, but - What is your main reason for working part time?"
- o "Now they want me to ask you - What is your main reason for working part time?"
- o "Some people work part time because they cannot find full time work or because business is poor. Others work part time because of family obligations or other personal reasons. What is your main reason for working part time?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Sam says:*

"Like I said before it is very difficult to find another full time position that I'm qualified for, so I am stuck working part-time... It's not that I'm not trying. I'm having a hard time making ends meet with so few hours."



---- page break ----

That completes Interview 5.

Please wait to begin Interview 6.

### **Interview 6 (Sam, Voluntary Part Time Worker, Typical Context)**

You are interviewing Frances for the General Social Research Survey.

You start with the standard introduction:

"Hi Frances, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy.

"Are you ready to start?"

---- page break ----

*You said:*

"Hi Frances, thanks for participating in the General Social Research Survey on behalf of the Institute for General Social Research. I'll be asking about your employment and outlook on the US economy."

"Are you ready to start?"

*Frances says:*

"Okay, sure. But I've only been working part time, 10 to 15 hours per week lately since I decided to go back to school."

*The next question is written as:*

"Do you want to work a full time workweek of 35 hours or more per week?"

What would you like to say to Frances?

- "The first question I am supposed to ask you is about working full time. We have to ask the same question of everybody. Do you want to work a full time workweek of 35 hours or more per week?"
- "Do you want to work a full time workweek of 35 hours or more per week?"
- "Many qualified workers in the US work part time instead of full time for a variety of reasons. Do you want to work a full time workweek of 35 hours or more per week?"
- "I'm sorry to ask about this, but – Do you want to work a full time workweek of 35 hours or more per week?"

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Frances says:*

“No, I decided to cut back my hours to try to finish school more quickly. I also help out with some family obligations.”

*The next question is written as:*

“What is your main reason for working part time?”

What would you like to say to Frances?

- “What is your main reason for working part time?”
- “I’m sorry to ask about this again, but - What is your main reason for working part time?”
- “Now they want me to ask you - What is your main reason for working part time?”
- “Some people work part time because they cannot find full time work or because business is poor. Others work part time because of family obligations or other personal reasons. What is your main reason for working part time?”

---- page break ----

*You said:*

<INSERT WORDING TECHNIQUE SELECTION>

*Frances says:*

“The main reason is going back to school.”

---- page break ----

That completes Interview 6.

Please click *Next* to continue.

## Appendix C - Follow-up Questions

Now we are interested in understanding the reasons you selected the questions you did. On the next few pages, you will see excerpts from the survey interviews you just completed – including the questions you selected and your survey partners answered. As you re-read each excerpt, please think carefully about why you chose the question type you did.

Earlier, you interviewed Alex. Here is an excerpt from your conversation:  
<INSERT EXCERPT FROM QUESTION/ANSWER EXCHANGE>

You had the option to ask Alex one of four questions. Rank the four options as to how effective you think each would be at **getting accurate high quality data from Alex**:

- [Insert four question options, forgiving, distancing, apologizing, direct, in random order]

Rank the four options again, this time as to how effective you think each would be at **maintaining a good relationship with Alex**:

- [Insert four question options, forgiving, distancing, apologizing, direct, in random order]

----page break---

Earlier, you chose to ask Alex: [INSERT QUESTION SELECTION]

How comfortable did you feel asking Alex this question?

- Not at all comfortable
- Slightly comfortable
- Moderately comfortable
- Very comfortable
- Completely comfortable

How honest do you think Alex was answering this question?

- Not at all honest
- Slightly honest
- Moderately honest
- Very honest
- Completely honest

How comfortable do you think Alex felt answering this question?

- Not at all comfortable
- Slightly comfortable
- Moderately comfortable
- Very comfortable
- Completely comfortable





We're almost done – we just have a few more questions we'd like to know about you.

1. How old are you? \_\_\_\_ [validate two digits]
2. What is your gender?
  - Male
  - Female
3. Which of the following best describes you?
  - Employed full time
  - Employed part time
  - Unemployed
  - Student
  - Retired
4. Are you Hispanic or Latino?
  - Yes
  - No
5. What is your race? Please select one or more.
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
6. Which of the following best describes your highest level of education?
  - Less than high school
  - High school diploma or equivalent
  - Some college
  - Associate's degree or Bachelor's degree
  - Master's degree or Doctoral degree

### **Appendix F - Thank you page**

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**Thank you for participating in our study.**

**If you have any comments you would like to share, please use the space below.**

[text entry box]