

## ORS - Cog Items Test, Summer 2017

Before continuing, please enter the two pieces of information requested below. If you supervise workers in more than one job, please pick one.

1. The name of your current job (leave blank if currently not working).
2. The name of the job you currently supervise (or supervised).

Name of Your Current Job

Name of the Job You Supervise(d)

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You will be asked to answer some questions starting on the next page. When answering these questions, please think about the job: {{ Q1.R2 }}.

Do not answer the questions about your own job.

As you answer the survey questions, please point out anything that is vague or confusing about the question or possible answers.

If space is provided, type in your answers. Otherwise, you can just give your answer verbally.

There are 13 questions, but many have yes or no answers, so don't feel like you have to rush.

Click *Next* below to see the first survey question.

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Work Pace

Reminder: You are answering questions about the job:{{ Q1.R2 }}.

### **Question 1**

Which of the following most determines the pace of work for this job? (select one)

- Machinery, equipment, or software
- Numerical performance targets or quotas enforced by company
- Other persons (e.g., co-workers, supervisors, customers, members of the public) determine pace
- Self-paced by worker within general performance guidelines
- Other external source

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### **Work Flow**

### **Question 2**

How would you describe the work flow for this job? Would you say that it ....

- Has few, if any, slack periods
- Has few, if any, rush periods (or large build-ups of work)
- Varies, with fluctuations of rush periods (or large build-ups of work) and slow periods on daily or weekly basis

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### **Breaks**

**Reminder:** You are answering questions about the job:{{ Q1.R2 }}.

Question 3

Can workers step away from their work area easily outside of scheduled breaks (for example, for short bathroom breaks)

- Yes
- No

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**Review of Work**

Question 4

How frequently is work checked in this job?

- More than once per day
- Once per day
- At least once per week, but not every day
- Less than weekly

Question 5

Are supervisors generally present in the same work area as workers?

- Yes
- No

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**Problem Solving**

**Reminder:** You are answering questions about the job:{{ Q1.R2 }}.

### **Question 6**

The next question is about “problem solving” tasks that the worker does in this job. Think of “problem solving” as what happens when workers are faced with a new or difficult situation which requires them to think for a while about what to do next. How often is the worker responsible for solving problems that take more than 5 minutes to find a good solution?

- More than once per day
- Once per day
- At least once per week, but not every day
- Less than weekly, but at least once per month
- Less than monthly, including never

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### **Personal Contacts**

### **Question 7**

How often does this job require verbal, work-related interactions?

- Constantly, every few minutes
- More than once per hour, but not constantly
- More than once per day, but not more than once per hour
- No more than once per day, including never

### **Question 8**

What level of “people skills” does this job require?

- Minimal/Basic
- More than basic

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### **Yes/No Questions**

Are workers in this job ...

Required to work with the general public?

Yes

No

Required to work around crowds?

Yes

No

Required to supervise others as part of job?

Yes

No

Permitted to work from home or telework?

Yes

No

Required to work outside?

Yes

No

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A Few Follow-up Questions

Those are all the questions. Now that you've had a chance to answer each one, we would like to go through a few of them one more time, and ask you a few clarifying questions to help us better understand how you interpreted the question.

It's possible that you have already answered some of the questions we are going to ask through your comments when you initially answered a question. If so, just skip the question.

In this review, all of your answers will be verbal. You don't have to type anything.

Finally, take your time. Don't worry if you run out of time.

Click *Next* to begin.

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### Review of Question 1

The first question you were asked is shown in red below, followed by the answer that you selected. The answers that you did not select are shown directly above Question 1. Please answer the questions below that appear in blue text.

Did you have any difficulty picking one factor that most controls the pace of work?

Were any of the descriptions of factors that drive the pace of work unclear to you? If so, which ones?

What does the phrase "Self-paced by worker within general performance guidelines" mean to you?

Following are the answers that you did not select for Question 1:

- Machinery, equipment, or software
- Numerical performance targets or quotas enforced by company
- Other persons (e.g., co-workers, supervisors, customers, members of the public) determine pace
- Self-paced by worker within general performance guidelines
- Other external source

### Question 1

Which of the following most determines the pace of work? (select one)

- Machinery, equipment, or software
- Numerical performance targets or quotas enforced by company
- Other persons (e.g., co-workers, supervisors, customers, members of the public) determine pace
- Self-paced by worker within general performance guidelines
- Other external source

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### Review of Question 2

The second question, Question 2, that you were asked is shown below in red.

When you heard the phrase "work flow," what did you think of?

The intent of this question is to capture the pace of work on the job. How well does this question capture the pace of work?

Was any part of the question confusing?

### Question 2

How would you describe the work flow for this job? Would you say that it ....

- Has few (if any) slack periods
- Has few (if any) rush periods (or large build-ups of work)
- Varies, with fluctuations of rush periods (or large build-ups of work) and slow periods on daily or weekly basis

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### Review of Question 3

The third question that you were asked is shown below in red.

In your own words, what do you think this question is asking?\_

### Question 3

Can workers step away from their work area easily outside of scheduled breaks (for example, for short bathroom breaks)?

- Yes
- No

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### Review of Question 4

The fourth question that you were asked is shown below in red.

What does it mean to have work checked in the job of {{ Q1.R2 }}?

### Question 4

How frequently is work checked in this job?

- More than once per day
- Once per day
- At least once per week, but not every day
- Less than weekly

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### Review of Question 5



The fifth question is also shown below in red.

When you answered this question, how did you define "being in the same work area?"

Would you consider a supervisor who was in the same building, but not in the same room, as being in the same work area?

### Question 5

Are supervisors generally present in the same work area as workers?

Yes

No

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### Review of Question 6

Question 6 is shown below in red text.

Please explain how you came up with your answer to this question.

### Question 6

The next question is about "problem solving" tasks that the worker does in this job. Think of "problem solving" as what happens when workers are faced with a new or difficult situation which requires them to think for a while about what to do next. How often is the worker responsible for solving problems that take more than 5 minutes to find a good solution?

More than once per day

Once per day

At least once per week, but not every day

Less than weekly, but at least once per month

Less than monthly, including never

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Question 7 is shown below in red text.

Can you think of a different way to ask this same question?

Question 7

How often does this job require verbal, work-related interactions?

- Constantly, every few minutes
- More than once per hour, but not constantly
- More than once per day, but not more than once per hour
- No more than once per day, including never

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Question 8 is shown in red text below.

How would you define minimal or basic "people skills?"

Question 8

What level of "people skills" does this job require?

- Minimal/Basic
- More than basic

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**You are done. Thank you for your help!**