

Appendix E: Training cases

Here is a practice case. We will guide you through the process of selecting job titles. Then you will complete some cases on your own.

Injury Case Sheet			
Company Name: <i>Bernie's Café & Restaurant</i>		Employee ID: <i>30700</i>	
Job Title	Industry		
<i>Restaurant Worker</i>	<i>Food Service</i>		
Job Duties			
<i>1) Take orders, serve food and beverage to customers at tables in dining establishment (70% of time)</i> <i>2) Prepare food and nonalcoholic beverages at counter (25% of time)</i> <i>3) Welcome customers, seat them at tables or lounges, and help ensure quality of facilities and services (5% of time)</i>			
What was the employee doing just before the incident occurred?	What happened?	What was the injury or illness?	What object or substance directly harmed the employee?
<i>Preparing drinks at counter</i>	<i>Liquid spilled on the floor, employee slipped</i>	<i>Broken arm</i>	<i>Slippery floor</i>

[Provide suggestions as appropriate. Allow participant to select a job title]

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You chose: [insert choice]

The best job title is *Waiter and Waitresses*. Let's walk through the selection process to see why.

Rule 1: *Select the job title based on the job duties the employee performs, as listed on the Injury Case Sheet.*

- The list of job duties for this employee includes taking orders, preparing drinks, and welcoming customers.
- *Note:* It is also sometimes helpful to look at the industry, company name, and description of the injury. This employee was injured while preparing drinks. However, the employee only does this task 25% of the time, so it is not the main job duty.
- *Note:* The company name and industry indicate the job is one found in the restaurant and food services.

Rule 2: *You may only select one job title. If two or more job titles seem to fit, select the job title that best matches the job duties the employee spends the majority of time doing.*

- This employee mainly takes orders and serves food to customers, and sometimes prepares food and greets customers. Since taking orders and serving food is the main job duty, select the job title that matches “taking orders and serving food” most closely.

Rule 3: Read all 10 of the potential job titles before selecting making your final selection.

- This employee takes orders and serves food to customers most of the time. Read all 10 job titles and eliminate any that have nothing to do with this job duty, such as: *Sales Worker, Stock Clerk, or Cashier.*

Best job title: *Waiter and waitress*

- Explanation: this is the best job title because it closely matches the main job duties (taking orders and serving food to customers).
- Note: *Host and Hostess* or *Bartender* were also possibilities, but didn't reflect the main job duties for this employee.

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Now let's try one more.

Injury Case Sheet			
Company Name:		<i>Peachy Clean</i>	
Employee ID:		<i>42037</i>	
Job Title	Industry		
<i>Cleaner</i>	<i>Janitorial Services</i>		
Job Duties			
<i>1) Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing trash (50% of time)</i> <i>2) Cleaning snow or debris from sidewalk (35% of time)</i> <i>3) Tending to the Furnace and boiler of building (15% of time)</i>			
What was the employee doing just before the incident occurred?	What happened?	What was the injury or illness?	What object or substance directly harmed the employee?
<i>Cleaning the floor</i>	<i>Wiped face, got chemicals in their eyes</i>	<i>Eye infection</i>	<i>Chemical cleaner</i>

[Provide suggestions as appropriate. Allow participant to select a job title]

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You chose: [insert choice]

The best job title is *Janitors and Cleaners*. Let's walk through the process one more time and each of the three selection rules.

Rule 1: Select the job title based on the job duties the employee performs, as listed on the Injury Case Sheet.

- This rule says to focus on the tasks the worker performs. The employee performs heavy cleaning duties most of the time.
- *Note:* The worker was cleaning the floor and got chemicals in their eyes. This is part of their main job duty --cleaning floors.
- The company name and industry indicate the job is one found in the janitorial services.

Rule 2: You may only select one job title. If two or more job titles seem to fit, select the job title that best matches the job duties the employee spends the majority of time doing.

- Since heavy cleaning is the main job duty, we'd select the job title that matches these duties most closely.

Rule 3: Read all 10 of the potential job titles before making your final selection.

- Eliminate job titles that having nothing to do with heavy cleaning, such as *Construction* and *Building Inspectors* and *Refuse and Recyclable Material Collectors*

Best job title: *Janitors and Cleaners*

- Explanation: this is the best job title because it closely matches the main job duties (heavy cleaning) and the job is in the janitorial services industry.
- *Note:* *Maids and Housekeeping Cleaners* might have also been possible, but the other job duties such as cleaning debris from the sidewalk or tending to furnaces are not typically performed for maids and housekeepers.

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You have completed the training! Now continue on to make the classifications on your own. Remember, if your accuracy rate is high enough, you will earn a bonus of \$0.50. You'll find out whether you qualify for the bonus at the end of the HIT.

Appendix F: Case-level debriefing questions

After each case, on a separate page, ask:

How confident are you that you selected the correct job title? If you guessed, then choose “not at all confident”.

- Not at all confident
- Slightly confident
- Moderately confident
- Very confident
- Extremely confident

Present this question to only those participants who saw suggested codes:

How confident are you in the job titles that the computer suggested to you?

- Not at all confident
- Slightly confident
- Moderately confident
- Very confident
- Extremely confident

How easy or difficult was it to make your selection?

- Extremely easy
- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- Extremely difficult

How many of the job titles, job duties, and activities were you at least moderately familiar with?

- None
- Fewer than half
- About half
- More than half
- All

Appendix G: Final debriefing questions

1. How many categorization HITs had you completed before this one?
 - None
 - 1-5
 - 6-50
 - 51 or more

2. What is your age? ____ [validate two digits]

3. What is your gender?
 - Male
 - Female

4. 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

5. As a whole, how well did the computer suggestions perform in comparison to your expectations?

1	2	3	4	5
(much worse)				(much better)

6. What are your thoughts and feelings on the computer suggestions?
[open-ended]

7. Do you have any other comments on this study?
[open-ended]

