

**Attachment 14**  
**Script for follow-up interviews- operators**

**IMPROVING SAFETY IN ALASKA COMMERCIAL AVIATION SURVEY**  
**INTERVIEWER SCRIPT**  
**OPERATORS**

Hello, May I speak with \_\_\_\_\_

Hello, [Mr/Ms] \_\_\_\_\_, My name is \_\_\_\_\_, from the Institute of Social and Economic Research at the University of Alaska Anchorage.

- 1 Respondent available →(Go to S1)
- 2 Respondent not available →(Set time to call back)
- 3 Respondent soft refusal→ (Write up Notes on Contact Sheet)
- 4 Respondent hard refusal→ (Write up Notes on Contact Sheet)
  
- 8 Never heard of respondent or company → (Go to S1)
- 9 No longer works there →(Skip to S2)

S1. I would like to verify that I have reached (company name)

Yes

No → I am sorry to have bothered you . . .



[Talk to Survey Supervisor]

[Continue with]

On [DATE], you should have received an email

Or

A week or so ago you should have received mail

from Jessica Passini from the Institute of Social and Economic Research inviting your company to participate in the 2022 Alaska Aviation Workers Safety Study.

The Alaska Aviation Workers Safety Study is research on ways to reduce workplace injuries and increase safety for workers in the Alaska aviation industry. We are asking you, as an **air carrier operator**, to complete a survey.

We are asking for you to complete an online survey that asks questions about:

- How many employees you have in certain jobs
- What practices and procedures put employees at risk
- What you do to reduce risk
- Your opinion of different types of safety equipment
- Whether you also work as a pilot

As part of this research we will also ask pilots, mechanics, ramp, baggage, cargo, dock, and customer service agents to complete a survey that asks similar questions.

We don't ask questions about matters that are considered private such as criminal behavior, alcohol or drug use, sexual behavior, or religious beliefs.

It will take about 25 minutes to complete the survey.

You can complete the survey online using the link we provided. Although you do not have to answer all the questions, we would really appreciate if you could answer as many questions as possible.

Would you be willing to answer the questions with me on the phone today?

→ If **YES**, open the Qualtrics link in the spreadsheet and start asking the questions. **ONLY** open the link when the person from the company agrees to take the survey.

Begin with reading the consent form [OBTAIN INFORMED CONSENT]

When survey done, note Completed in the spreadsheet.

→ If they would like to **RESCHEDULE**, ask for a good time and note in the spreadsheet the date and time for calling back.

Date: \_\_\_\_\_

Day of the week: \_\_\_\_\_

Time of day: \_\_\_\_\_

→ If **NO**, ask if they would like you to re-send them an email with a link to survey.

- If they agree, confirm or update email (in case they have a new one) and note in spreadsheet: Resend Qualtrics link. Note: New email address if you updated email.
- If they don't want to, note **REFUSED** in the spreadsheet



S2. (If no longer works there) Your input is extremely important. The information I am collecting is best provided by the person in your company who knows the most about the operations.

S2a. Do you know who that is?

S2a1.  Yes

May I have the name and address or telephone number where I can reach \_\_\_\_\_  
[ENTER PHONE NUMBER AND ADDRESS]

Thank you for your cooperation. [We would like to interview the person who knows the most about the operations of this company.]

S2a2.  No

Will you please refer me to someone who knows who that person is?  
[ENTER NAME AND PHONE NUMBER]

Thank you for your cooperation. [We would like to interview the person who knows the most about the operations of this company.]

### **Thank and Terminate**

In this survey, we are interviewing people who typically are responsible for operations of the company. So it seems we won't need any further information from you at this time, but thank you for your cooperation.